

# Schedule Initial Consult Follow-Up

## PURPOSE

1. Inform patient of what to expect at IC.
2. Maintain high level of confidence and excitement about working with our clinic.
3. Provide another personal touch in process that is highly automated.
4. Provide link to video explaining how to prepare for the Initial Consult.

## PROCEDURE

1. Patient receives appointment confirmation email from MD HQ.
2. Confirmation email contains screen grab of video, as well as text below advising patient to click the link for important information about IC. Clicking on screen grab and link both lead to page on clinic website.
3. Page on clinic website has video explaining how to prepare for the IC, as well as text below with similar information.
4. Text below video also provides phone number of the clinic with offer for patients to call if they have any questions.
5. Proceed to **NP Onboarding Initial Consult for Clinician**.