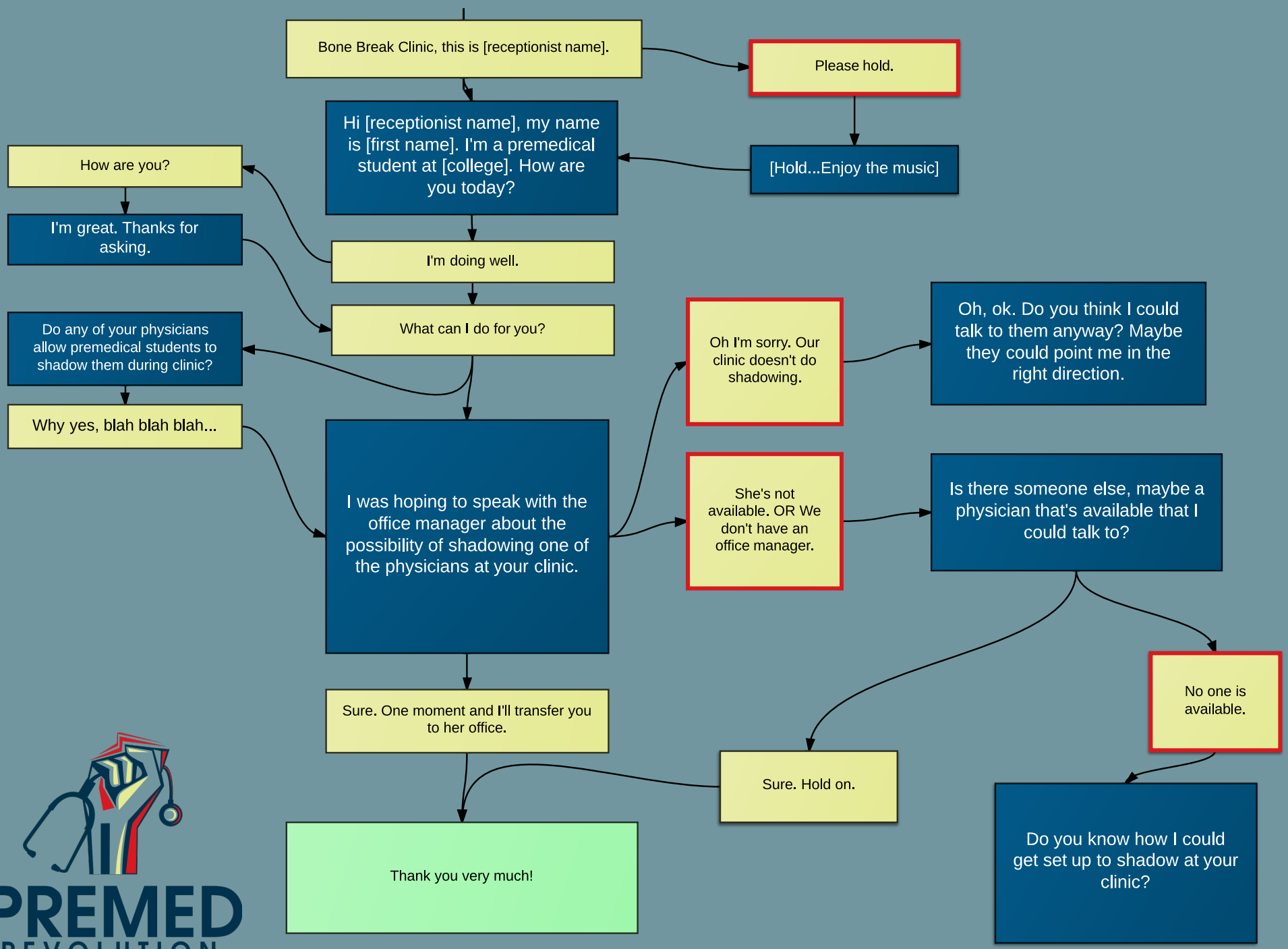
Receptionist Conversation

Variations

Obstacles



PREMED REVOLUTION

Office Manager Conversation

Variations

Obstacles

Hi this is [office manager name].

Hi, my name is [first name]. I'm a premedical student at [college]. How are you today?

I'm doing well.

How are you?

I'm great. Thanks for asking.

What can I do for you?

Well, I've been searching for opportunities to shadow physicians around town and I'm really interested in orthopedics. Do you think any of your physicians would consider allowing me to join them one morning or afternoon in their clinic? It would really mean a lot to me.

Sure. Dr. Smith loves to have shadowing students!

Great!

Oh I'm sorry. Our clinic doesn't do shadowing.

If you don't mind me asking, why not?

Because...

We don't like to take on premed students because of HIPAA.

I certainly understand that concern. I know that patient privacy and security is important. I went through the Medscape HIPAA training just a couple days ago to make sure I was up to date. I'd be happy to sign any paperwork or go through any of your own courses if needed.

Our patients don't really like having students in clinic and they may not want you to come in.

Yes, that seems like a reasonable request. I'd be happy to wait outside the room for any and all patients who would prefer not to have a student in the room.

I don't know, we don't really do that sort of thing.

Is there anything I can do to change your mind? I can bring donuts!

It's simply against our policy.

I'm sorry to hear that. Can you think of a physician there that may allow me to shadow them in a different setting, like the hospital or a different clinic? I would really appreciate any help you could provide.

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Physician Conversation

Variations

Obstacles

Hi this is Dr. [last name].

Hi, Dr. [last name] my name is [first name]. I'm a premedical student at [college]. How are you today?

I'm doing well.

How are you?

I'm great. Thanks for asking.

What can I do for you?

I know you're busy, so I'll be brief. I've been searching for opportunities to shadow physicians around town and I'm really interested in orthopedics. Do you think it would be possible for me to join you one morning or afternoon in clinic? It would really mean a lot to me.

Sure. I'd love to have you shadow!

Great!

Oh I'm sorry. I don't do shadowing.

If you don't mind me asking, why not?

Because...

I don't like to take on premed students because of HIPAA.

I certainly understand that concern. I know that patient privacy and security is important. I went through the Medscape HIPAA training just a couple days ago to make sure I was up to date. I'd be happy to sign any paperwork or go through any of your own courses if needed.

My patients don't really like having students in clinic. They may not want you to come in.

Yes, that seems like a reasonable request. I'd be happy to wait outside the room for any and all patients who would prefer not to have a student present.

I don't know, I don't really do that sort of thing.

Is there anything I can do to change your mind? I can bring donuts!

It's simply against our policy.

I'm sorry to hear that. Do you have any friends or colleagues that would let me shadow? I would really appreciate any help you could provide.

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