Slide 1

Frequently Asked Club Reduce Questions

Stay tuned the webinar will begin shortly! Grab a pen and paper! We will cover the most frequently asked questions!

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Slide 2

I can't login to my Club Reduce website!!

- Make sure you are at YOUR subdomain, which is the part BEFORE clubreduce.com

drsmith.clubreduce.com

- If you are unsure click the "**Contact Us**". If you don't see your clinic information you are at the wrong subdomain.

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Slide 3

Why do I need to schedule in-office seminars?

- Pre-qualifies patients who are actually interested in pursuing a weight loss program.
- Saves you time in your one-on-one evaluations. By allowing you to focus on the patient and their needs during the evaluation because they have already received an overview of what you do at your clinic.

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Slide 4

How do I schedule a seminar?

- After logging into your Club Reduce site, choose "**Seminars**" then "**Add Seminar**"
- Enter the information for the seminar (date, time, location)
- It is a great idea to put the **date and time in the title of the seminar**. This makes it much easier to find the correct seminar later.

Breakthrough Weight Loss Seminar Wednesday April 30th at 12:30 pm

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Slide 5

How do I register someone for a seminar?

There are two ways that a potential patient can register for the in-office weight seminar:

- The patient may register themselves through either your Club Reduce website or your Weight Seminar landing page,

OR

- Manual register completed by the clinic staff.

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Slide 6

Online Patient Seminar Registration

The webpage containing your Weight Seminar Video and the link to register can be found at ***yoursubdomain***.weightseminar.com

drsmith.weightseminar.com
lighthouse.weightseminar.com

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Slide 7

Manual Register for Seminar

You can manually register someone for a seminar by doing the following:
- Click the **Seminars** tab
- Then select **Attendees**
- Select the appropriate seminar that you wish to register the person for
- Select **Manual Register**
- Enter patient's information

Because your database uses email addresses as unique identifiers for patients, you CANNOT register two people with the same email address. However you CAN register someone with out an email. If a patient does not have an email address use:

[None]

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Slide 8

How do I know if someone has registered for seminar?

On your "**Urgent Updates**" page the number next to "**Confirm Seminar Registrants**" indicates how many people have registered for the seminar. You can click on this number to see the details of the registrants or to confirm their status.

This is also where you will see who you need to call to confirm that they are attending the seminar. Take this opportunity to see if they are bringing anyone with them, so you may get them registered as well.

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Slide 9

How do I reschedule someone for seminar?

There are two ways to reschedule someone for a seminar depending on the situation. It will either be because someone missed the seminar and wants to reschedule,

OR

You have called to confirm that they are coming and they inform you that they will not be able to make it.

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Slide 10

Missed Seminar Rescheduling

If you have a patient that missed a seminar which has already occurred, but would like to come to another, do the following:

- Click the **Seminar** tab
- Click **Attendees**
- **Manual Register**
- **Check box Existing Patient** (then select patient from drop-down list)

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Slide 11

Pre-Seminar Reregistration

If the seminar has not passed yet and the patient would like to reschedule to come to another seminar do the following:

- Click the **Urgent Updates** tab
- Click the number next to **Confirm Seminar Registrants**
- Select appropriate seminar from drop-down menu
- Find the patient you want to update
- Next to the patient's name you will see their status in blue.
- Click **status** and select **Re-Register** for a different seminar, select the correct seminar for reregistration from the drop-down menu.

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Slide 12

Why do I need to update patients status after seminar?

- Updating your patients after seminar will ensure that the appropriate email sequences are kicked off. Utilizing Urgent Updates will make this a breeze for you and your staff.
- It is vital that these updates are completed within 72 hours of your seminar otherwise a seminar attendee will default to a NO SHOW!
- It is when you update a seminar attendee to having an one-on-one evaluation scheduled that the system will send them the invitation to the website so that they may complete their symptom assessment prior to coming to your office.
- It is a great idea to make sure that they have completed the Symptom Assessment while making the confirmation calls for the evaluation appointment. If a patient has not; you may re-send the invitation by Re-Inviting them, or make arrangements for them to come in early to complete the assessment in-office.

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Slide 13

How do I get someone to take the Symptom Assessment online?

There are two ways to have your potential patients complete the assessment test online!

We recommend having your patients complete the assessment test online. This will save your staff time so that they don't have to manually enter the answers to produce the results needed for the evaluation. Having assessment tests completed on-line will also save the patient from needing to come in early to allow for the test to be completed and entered by staff.

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Slide 14

Automatic Symptom Assessment Invitation

- When you update a patient's status to having a One-on-One Evaluation scheduled, the system will automatically send them an email with a link to create a username and password, with instructions to complete the assessment test prior to their evaluation appointment.
- This email will come from *your affiliate email address* on file with us, and will have the subject line of **" Fill Out Your Symptom Assessment"**

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Manual Website Invite

If you need to manually invite someone to the website, do the following:
- Click the **Members** Tab
- Click **Invite Members**
- Click **Invite New Member**
- If the patient is in your database you will select the **Seminar Attendee** checkbox. When you select Seminar Attendee, a list will be populated with the patients in your database. Click **Select** next to the patient's name and press **Next** at the bottom of the page. Verify that the information is correct and then press **Next**, then press **Finish**.
- If the patient has not been entered into your database you will select **New Member** and press **Next**. Enter the patient's information and then press **Next**. Verify that the information is correct and press **Finish**.

Email invitations that are manually sent out using this method will come from contact@clubreduce.com with the subject line of **"You're Invited to Club Reduce"**

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Slide 16

Why do I need to update patients after One-on-One Evaluations?

- Once again updating a patient's status will ensure that the proper email sequences are being sent out.
- If you have a patient that purchased a program but had not been updated they will miss out on the daily emails that correspond with the specific day they are on in their program.
- When you are updating patients who are now on a program, *pay close attention to the Program Start Date*. **If any changes are made to the start date, be sure to give us a call so we can make sure that everything is in order and the correct emails will go out on the correct days.**

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Slide 17

What is the difference between Manage Members & Manage Patients

- **Manage Members** is where you can set or change permissions to your member accounts. *A MEMBER is someone who has created the username and password with access to the website and will only appear here once they have done so.*
- **Manage Patients** is where you can update or change patient information, as well as view your entire patient database.

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Slide 18

Why would I want a patient to create a "Member" site?

The member site provides tools for your patients as they progress through their programs, and also provides help during the maintenance phase once they have finished their program. Initially, one of the most valuable features of the member site is the ability for the patient to take their Symptom Assessment online so it is ready when they come to their appointment. Another valuable function of the member websites are that patients can purchase Solutions4 products from their own homes, thus cutting down on the inventory you need to stock, and also allowing for effortless income generation for you!

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Slide 19

How do I view and print Symptom Assessments?

- If the patient has completed their Symptom Assessment online, you will see it on the "**Urgent Updates**" page next to "**Print New Patient Assessments."**
- You can always reprint assessments by going to **Weight Loss Tools**, then **Assessment Results**, then selecting the patient.
- If a patient has NOT completed an assessment at home you will need to enter it in-office by choosing **Weight Loss Tools** then **Symptom Assessment**.

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Slide 20

How do I let my patients create member sites?

- In order for a patient to create a member site, they *must* be "invited" by your clinic!
- There are TWO ways to invite a patient to your site:

When you update a patient to "Scheduled an Evaluation Appointment" they are automatically sent the invitation,

OR

You may invite them manually by doing the following:

- Go to the **Members** tab
- **Invite Members**
- **Invite New Member**

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Slide 21

I'm getting an error when I try to invite a member, what does this mean?

Two things can go wrong here:

1. The patient is in your database already. Instead you need to choose the "**Seminar Attendee**" checkbox instead of "**New Member**" and select the patient from the list and invite them.
2. The patient has been invited already, either automatically through updates or manually. Go to **Members**, then **Invite Members**, now select **Re-Invite Member**. Find the patient on the list and select them to re-send the invitation.

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Slide 22

My patient can't log onto their website, what do I do?

- Make sure they have actually created a member site by going to **Members** then **Manage Members** and locate them on the list. This will also allow you to view their username and reset the password if necessary.
- If the patient is not on the Manage Members list, go to **Members**, then **Invite Member**, then **Re-Invite Member**.
- If they are on the Manage Members list, and the password has been reset, they are more than likely at the wrong subdomain. Just like you they must be at your subdomain to log in. A lot of patients try to log on to clubreduce.com and not yoursubdomain.clubreduce.com.

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Slide 23

What can I do on the Manage Members page?

By pressing **Select** next to the patient's name you will be able to do the following:

- Disable Website Access (1st box)
- Change Website Access Level (2nd box)

A patient must have "On a Program" or "In Maintenance" selected to be able to purchase Solutions4 products online.

- Enable Learn & Lose (3rd box)
- Reset Password (4th box)

The patient's password will be reset to the username displayed with their information above.

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Slide 24

What does the patient member site look like?

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Slide 25

What can the patient do on their member site?

My Weight Loss Tools

- Buy SMT
- Use an automated calorie counter
- Use Recipes *(More Coming Soon)*
- Watch Exercise Videos *(More Coming Soon)*

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Slide 26

What can the patient do on their member site?

Weekly Visit Data

- This is where the data that you enter for the patient during the weekly visit would be displayed.

INITIAL VISIT DATA

There are no data records to display.

WEEKLY VISIT DATA

Date	Weight	Body Fat%	BMI	Hydration
11/6/2013 10:29:06 AM	0	0	0	0
11/6/2013 10:26:10 AM	0	0	0	0
11/6/2013 10:26:47 AM	0	0	0	0

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Slide 27

What can the patient do on their member site?

- By clicking Assessment, the patient can take the Symptom Assessment online.

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