

Juzo Dealer

Guide for Compression Virtual / Tele Fittings



Virtual / tele fittings are a good solution for dealers during the pandemic, when customers may be less comfortable visiting your facility – and you may not have as many resources to cover in-store appointments. You can also use this approach with patients that have limited mobility or are homebound due to illness. Preparation is key to ensure a good outcome and customer experience. This guide should help by outlining the dos and don'ts of a virtual / tele fitting.

Fitter Prep:

- Select an online program, such as Zoom, Google Hangouts, Facebook Messenger, FaceTime, etc., and become familiar with the tools for audio and video.
You may want to explore a few programs that are popular among your customers. When setting the appointment, make sure to ask if they have a program already downloaded to their phone or computer they'd prefer to use. If not, suggest the one you like best.
- For the appointment, find a quiet place where you're not likely to be interrupted.
- Make sure your background is upbeat – either a brightly colored wall, one with nice artwork or select a virtual option.
- You can select a virtual background from the online programs and apply a setting so your customers will see that during every appointment.
- Test the online program prior to your first few fittings. We suggest a “test run” with a staff member so you can not only make sure you know how to operate the tools, but you also will become more familiar to help your customer connect if they have any issues.
- Make sure you have all your tools ready to take orders and notes.
- When fitting starts, remind your customer what all will take place and how long you think it will take. If they are not prepared, you might need to reschedule.

Juzo Dealer

Guide for Compression Virtual / Tele Fittings



Customer Prep:

- Discuss their comfort level with technology and whether they prefer to use a computer, tablet or smartphone. Make sure their device has a camera feature so they can see you during the appointment. Also, ask if they have access to the internet and WiFi.

For customers without internet access or a camera device, you may be able to conduct the fitting over the phone. We suggest you ask if they have a friend, family member or caregiver who may be able to assist with their device.

- A strong internet connection will help reduce the likelihood of the call “breaking up.” Make sure you and your customer have closed all apps or browser tabs to avoid bandwidth complications.
- Once you’ve set a date and time for the appointment, email and text the details. This will allow your customer to access the information from any device (most programs open automatically from a URL embedded in the email and text).
- We suggest that you also include instructions on how to use the program, which you can copy from those programs FAQs.
- Mail a “Fit Package” to your customer prior to the fitting or arrange curbside pickup. This can include a tape measure, donning gloves and laundry bag. Ask your Juzo territory manager how Juzo can help you with these fitting tools.

Juzo Dealer

Guide for Compression Virtual / Tele Fittings



Check List:

- ✓ Ask if they have had any insurance changes.
- ✓ Do you have a current prescription? Make sure they send prior to the fitting.
- ✓ Have you updated their health profile? If not, run through a few questions before the fitting.
- ✓ Ask if their current products are working well? Confirm the styles.
- ✓ Remember, you can still upsell or cross-sell products. Have those nearby during the fitting and spend a few minutes showing them to your customer after the fitting.

Juzo USA
www.juzousa.com
1-800-222-4999

Juzo Canada Ltd.
www.juzo.ca
1-844-229-4999