Handling Calls About Costs Effectively

Entry Point: Patient Call

Action: Answer the call warmly and professionally.
- Example: "Thank you for calling [Dental Office Name], this is [Your Name], how can I assist you today?

Step 3: Explain Consultation Necessity

Step 2: Acknowledge and Assure

Step 1: Identify the Patient's Inquiry

Step 4: Address Barriers to Consultation

Step 5: Schedule the Consultation

Step 6: Document Key Details

Scenario 1: Patient has insurance: Action: Explain insurance benefits for consultations.
Example: "If you have insurance, there may be a benefit for a limited exam and X-ray, which can help with the cost."

Scenario 2: Patient is uninsured:
Action: Offer options or clarify fees.
Example 1: "For some procedures like orthodontic consultations or dentures, we offer a free consultation."
Example 2: "For emergency consultations, there is a fee of $X, which includes an exam and X-ray."

Outcome: Patient Commitment

Step 7: Reinforce and Encourage

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Entry Point: Patient Call

Action: Answer the call warmly and professionally.
Example: "Thank you for calling [Dental Office Name], this is [Your Name], how can I assist you today?"

Step 1: Identify the Patient's Inquiry

Scenario: The patient asks about the cost of a procedure.
Example: "How much does it cost for this type of procedure?"

Step 2: Acknowledge and Assure

Action: Express understanding and emphasize quality service.
Example: "That's a great question. We offer quality, caring service and stay priced in the middle range with our fees."

Step 3: Explain Consultation Necessity

Action: Stress the importance of an in-person consultation to provide accurate cost details.
Example: "To ensure you get the right information, we highly recommend scheduling a consultation. This helps us identify your specific needs and provide accurate fee details."

Step 4: Address Barriers to Consultation

Scenario 1: Patient has insurance
Action: Explain insurance benefits for consultations.
Example: "If you have insurance, there may be a benefit for a limited exam and X-ray, which can help with the cost."

Scenario 2: Patient is uninsured
•**Action:** Offer options or clarify fees.
•**Example 1:** "For some procedures like orthodontic consultations or dentures, we offer a free consultation."
•**Example 2:** "For emergency consultations, there is a fee of $X, which includes an exam and X-ray."

Step 5: Schedule the Consultation

Action: Provide clear next steps and scheduling options.
Example: "Would you like me to schedule your consultation now? We have openings on [Date/Time]."

Step 6: Document Key Details

Action: Record any promises or expectations discussed.
Example: "Patient informed about free consultation for braces."

Step 7: Reinforce and Encourage

Action: Reassure the patient about the benefits of the consultation.
Example: "This is the first step to understanding your needs and providing the best care possible."

Outcome: Patient Commitment

Goal: Patient schedules a consultation, fully informed about the process and any associated fees.