



PHONE SCRIPT

Thank you for calling Mini Dental Implant Solutions, the offices of Doctor _____. How may I help you?

Patient Asks ANY Question:

"I'd be happy to help you with that, may I please have your name and telephone number in case we get disconnected?"

MOST COMMON QUESTIONS:

Q: How much does an Implant cost?

A: There is a significant range in prices and every case / patient is different. It's unfair for us to quote you a price over the phone and have it not be accurate when you meet with the doctor. That is why we offer a FREE consultation. We may also take an x-ray which will be at no cost to you and will give us a clearer picture of what options are available that solve your dental problem. We have no interest financing available for up to (#) of months to make the treatment more affordable. Would you like me to schedule your free consultation?

Q: Do you take my Insurance?

A: We take care of all aspects of insurance billing for many insurance companies. Plan coverage varies widely and we can look up your insurance information for you when you come in for your free consultation. May I set one up for you now?

If the patient requests a free consultation...

"Wonderful! I'd be glad to schedule that for you. May I have your last name, _____ please?"

"Thank you (MR. / MRS. NAME) Our 1st available appointment is _____ would that work for you."

If that time does not work:

"Would prefer Morning or Afternoon appointments"

Give them 1st available of their choice but no more than 1 week out. Continue until you find an agreeable time.

Be sure to try to get EMAIL & CELL PHONE for appointment verification and updates.

When booking an appointment, ALWAYS:

Ask the patient if they are familiar with where the office is located. Give them the address.

"Our address is _____"

Be sure to thank them for calling Mini Dental Implant Solutions! "Have a great day and we look forward to seeing you!"