

Front Office GURU
5-Day Challenge
Day 3: Practice Worksheet

While you're watching today's video, when it asks you to pause, pause the video and complete the task below:

1. Note a time when a patient was in control?

What problems did it cause you?

2. Give an example of a time where you had to react because something went wrong.

Practice Activity:

Review and practice the scripts below until you can repeat each one easily.

Then practice with a partner, who's the *coach*. Coaches, provide feedback and make sure they've mastered the script!

Do this BEFORE you try to use it with a patient. Then begin using it with your patients.

***Then, email me and let me know what you noticed, and what the patients' responses were:
dee@frontofficeguru.com

Script to get a current patient to call back:

"Hi [patient name], this is [name] calling from [practice name]. I have something really important to discuss with you. I need you to call me by 3pm today so I can review it with you."

Here's a script to get a referred patient to call back:

"Hi [patient name], this is [name] calling from [practice name]. I received a prescription from Dr. [name] and he expects me to get you scheduled for [service] in the next 24hrs. I need you to call me back by 3pm today so we can let him know this is handled."

