

FOREFRONTERS

Collection Calls

Financial Coordinator: Hi, Mrs. Diamond. This is Ruby from Dr. Jewel's office calling. How are you today?

Patient: I'm fine.

Financial Coordinator: I'm sure this was an oversight, but we have yet to receive your payment of \$150. I wanted to let you know as soon as possible so you can bring this up to date. If it's more convenient for you, we can place it on Visa or MasterCard right now over the phone.

Remain silent and let the patient respond. This may feel uncomfortable at first, but it is an effective tool.

Patient: I don't want to put it on a credit card. I'll send you a check this afternoon.

Financial Coordinator: That's fine. I'll expect your check by Friday. Let me make a note that you'll be sending it right away. Thank you for your time and I hope you have a great day.

KEY POINTS:

- Ask for permission to follow up.
- Points of the Script:
- No blame is assigned
- A credit card option is offered
- You have indicated that you are documenting the conversation and the agreed-upon payment