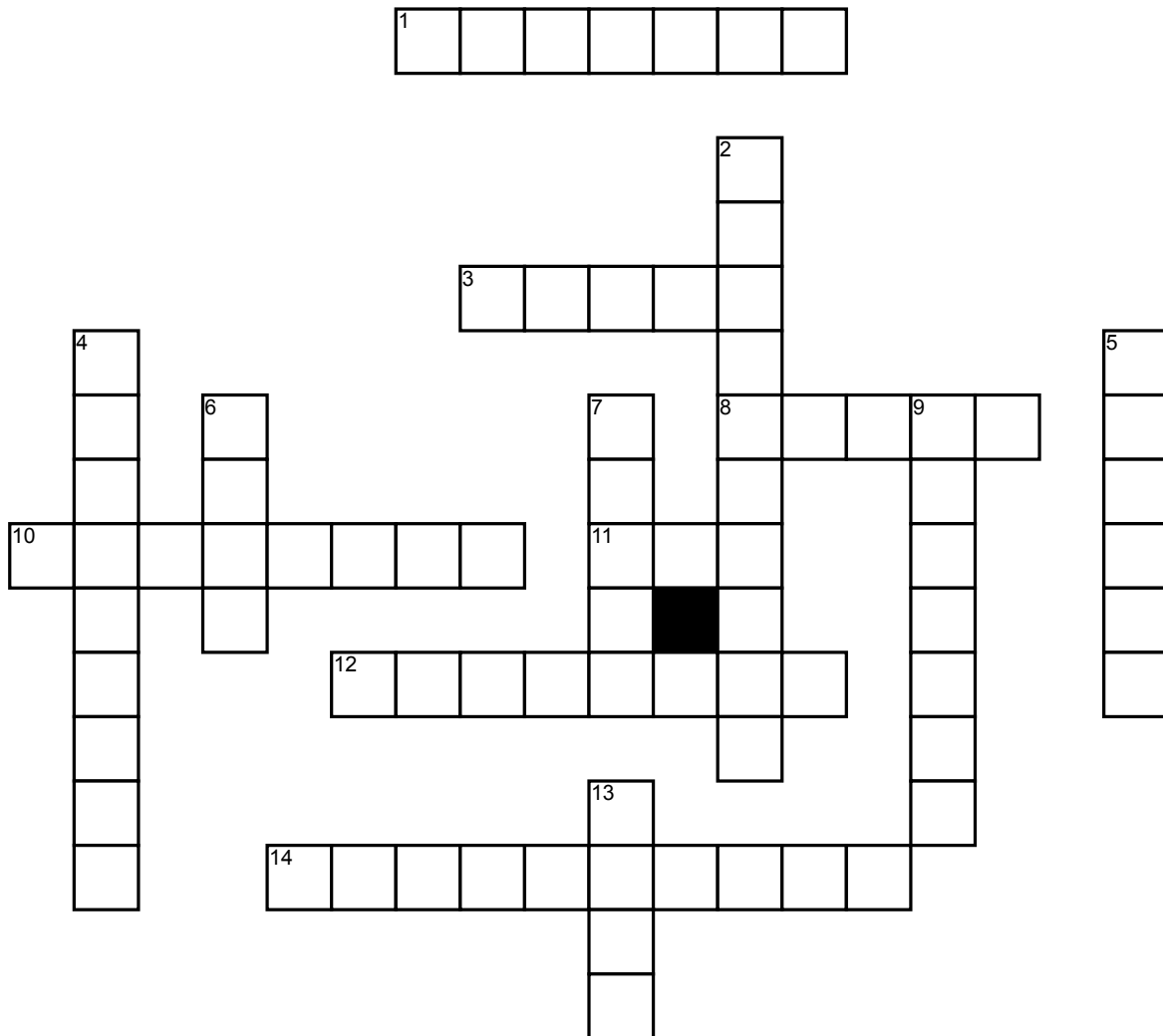


# Overcoming Objections



## **Across**

1. When a patient wants to speak directly to a schedule assist office, provide the phone number as well as let them know you can schedule appointments and go over \_\_\_\_\_ information.
3. If patient is concerned about making an appointment but having to reschedule, let them know there is \_\_\_\_\_ a charge to reschedule.
8. If the patient has insurance, that is not accepted at their office, \_\_\_\_\_, other offices in their area.
10. Start each call with a warm and \_\_\_\_\_ tone.
11. Check the \_\_\_\_\_ schedule to see if oral sedation is offered.

12. When the patient is concerned about the look of the teeth, mention the \_\_\_\_\_.

14. Appointments fill up quickly. I can schedule this for you, and we'll be happy to \_\_\_\_\_, if you need to.

## **Down**

2. Offer \_\_\_\_\_ (when available), if the patient says they can't afford it.

4. When a patient says a different company's dentures are cheaper, let them know the office offers a \_\_\_\_\_-on their dentures. (Where applicable)

5. When the patient is concerned about dentures looking cheap, you can let them know most offices have \_\_\_\_\_ available to look at.

6. If the patient needs to think about it; offer to schedule a \_\_\_\_\_ or so later to give them time to think it over.

7. If the patient needs to discuss it over with their spouse, still \_\_\_\_\_ the appointment.

9. To save the patient money, check for \_\_\_\_\_ on the website.

13. Patient is scared and nervous, because their mouth is in such terrible shape. Offer the free consult and free xray so they can \_\_\_\_\_ the Dentist and have a treatment plan.