



**BETOP  
LOCAL**

# COMMON QUESTIONS

## PATIENT SCHEDULING ENCOUNTER

### **Can you tell me if my insurance covers this?**

Unfortunately, I am unable to tell you this - until Dr. XYZ decides what is the best treatment plan (if any) we won't be able to know.

### **What is the treatment you offer?**

We offer a variety of treatment options based on what we discover during your initial consult - until we have you meet with Dr. XYZ - we won't know what will be best for you... but I can assure you we have helped numerous patients exactly like you.

### **Never Never...**

- ▶ Talk about pricing over the phone... (how can you possibly know without diagnosing patient?)
- ▶ Tell them the exact treatment... IE Injections etc (do not let them make their own decisions without the proper info)

