



SAMPLE NEW PATIENT PHONE SCRIPT

90% PREVENTATIVE COVERAGE

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Important Notice: This sample script is provided for training and educational purposes only. It is **not** a full example of your new patient phone workflow. Its only purpose is to demonstrate how your team might handle **this specific question**. You should continue using your standard new patient intake procedures — including greeting, obtaining the patient’s name and phone number, and following your New Patient Intake Form — along with any phrasing you choose to adopt from this example.

Receptionist:

“Good morning! ABC Dental, this is Sally speaking. How can I help you today?”

New Patient:

“Are you in network with my insurance?”

Receptionist:

“Let me check for you — what insurance do you have?”

New Patient:

“Aetna, plan XYZ.

Receptionist:

“Great, thank you. And what were you hoping to come in for?”

New Patient:

“A cleaning.”

Receptionist:

“Perfect. So with this Aetna plan, your cleaning is covered at 90%, which means there is a small 10% copayment. In your case, that would be **about \$15**.

Would that be affordable for you?"

New Patient:

"Yes, that's fine."

Receptionist:

"Great! Then let's get you scheduled — your insurance covers everything else.
What day works best for you?"

(Receptionist schedules the patient.)