



SAMPLE NEW PATIENT PHONE SCRIPT

“DO YOU TAKE MY INSURANCE”

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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:

“Yes, I’m calling to see if you take my insurance.”

Receptionist:

“Of course! What insurance do you have?”

New Patient:

“I have Aetna, XYZ Plan.”

Receptionist:

“Great, thank you. And what were you hoping to schedule today?”

New Patient:

“I was hoping to come in for a cleaning.”

Receptionist:

“Perfect. Yes — Aetna will cover 100% of your cleaning at this office, so we can go ahead and get that scheduled for you.

Please just bring your insurance information with you so we can fully verify everything. That way, if you ever need anything else, we can go over exactly what they cover.

But for now, yes — your cleaning is covered at 100%.

What day works best for you?”

(Receptionist schedules the patient.)