



SAMPLE NEW PATIENT PHONE SCRIPT

EMERGENCY NEW PATIENT: PATIENT ASKS “ARE YOU IN NETWORK” OR “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:

“I was calling to see if I could see the doctor. I have a toothache. I’d like to come in right away if you can see me, and I was wondering if you take my insurance.”

Receptionist:

“Of course. What insurance do you have?”

New Patient:

“Aetna, Plan XYZ.”

Receptionist:

“Perfect, thank you. Yes, we accept Aetna. The examination and any x-rays the doctor may need to take will be covered at 100%.”

Now, obviously we don't yet know exactly **why** you're having this emergency. After the doctor has had a chance to take a look, we'll have a much better idea of whether you need treatment and what the doctor would recommend.

But by that time, we will have your insurance fully verified and we'll have all the information we need to go over exactly what your plan covers.

For now, let's get you in here as quickly as we can and get you out of pain.
What's the earliest you can come in?"

(Receptionist schedules the patient.)