

Words Create Worlds



TO USE:	NOT TO USE:
Absolutely!	I can try/sure
I can definitely help you with that!	I can try/sure
Although	But
We absolutely accept your insurance and will bill on your behalf, while we are out of network, we will work to ensure you receive the maximum benefits possible!	Sorry, we're out of network/No, we don't take that
Let's slide you into this spot that's available and what I'll do is put you on our ASAP list! If we get a change and I can accommodate (insert date they wanted), you're going to be the top of the list! This way we know for sure you'll at least be seen on (insert date you're giving them)	No, I can't get you in at the time you've requested
Is there a day or time that typically works best with your schedule?	What time do you want to come in?
Do you have any schedule restrictions I should avoid when looking for an appointment in the next 2 weeks?	Would you like to schedule this?
Let's get you booked up/scheduled/on the books!	When do you think you'll be ready to schedule?
If a conflict arises, we do just ask that you provide us with 48hrs notice to find a new appointment time; this will help avoid any additional appointment fees	Cancellation policy/Broken appointment fee
Appointment change request	CANCEL (when we use this word, we basically tell others that we take cancellations and that they happen!)
If a conflict arises, we do just ask that you provide us with 48hrs notice to find a new appointment time; this will help avoid any additional appointment fees	If you need to cancel...
ANYTHING ELSE!	Unfortunately
Your out of pocket will be \$_____, although you're insurance has paid their yearly allotment, you are still getting a nice discount just because you have insurance!	You're maxed out of benefits, so everything after this will be completely out of pocket

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