



# WINNING PATIENT CALLS

A Cheatsheet For Clinic  
Receptionists / Assistants

Make Personal Notes Of  
Best Answers To The Most Common  
Patient Questions On Call

**HMA<sup>+</sup>**  
Prescribed For Doctors







## Q. What's the cost of your treatment? Why is it so costly?

### Best answer:

"Yes cost is a concern for many people. Our fees are based on the type of treatment you need and the experience of our doctor. Our equipment and tools are most premium, and the staff is some of the most qualified. So our pricing also reflects the quality and safest of results you can expect."

**(If they push for an amount)** Our doctor can give you a more specific quote once she/he understands your problem and expectations. **Would you like to get the latest appointment to talk to him?** We offer a variety of payment options, including cash, credit, and debit cards."

### Answers that worked:

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## Q. Can you give me more specifics about this treatment?

### Best answer:

"Of course, I can give you a basic overview of it. The treatment is called [treatment name]. It is used to treat [condition]. The treatment typically involves [any devices or products involved]. But to know more about your specific case, our doctor who is a professional for this treatment can offer better advice. If you can visit on the latest appointment date we can help you better."

### Answers that worked:

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## Q. I think your clinic is far away, isn't it?

### Best answer:

"I understand that distance is significant. Can you tell me if you drive or do you prefer public transport? Because our clinic is quick to reach via [name of nearest road] road, or you can also comfortably reach us via [closest public transport type and name of stop]. We can also book your appointment on a date you would be visiting our area if possible. Would that be helpful?"

**(If they still refuse)** "We also offer telehealth services that allow you to talk to our doctor from the comfort of your own home privately. Would you like to know more about our telehealth options?"

"We also offer transportation assistance for patients who need help getting to and from our clinic." (if you have this facility)

### Answers that worked:

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## Q. I have a specific problem, but can you tell me which treatment would be best for me?

### Best answer:

"I'm sorry, I cannot give medical advice. Treatments always vary from person to person. I can, however, refer you to our doctor who can help you determine the best course of treatment for your specific needs. Would you like to meet him at a suitable time?"

**(If they are confused)** "I can provide you with some information about the different treatments available for your condition. [Give them a specific list of treatments]. Knowing these options, you can further discuss any of them with our doctor to know if it can help. May I know what time would be suitable for you?"

### Answers that worked:

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## Some more patient questions to discuss with your team beforehand

What are your hours of operation?

What insurance do you accept?

What is your copay?

Do you have any last-minute booking options?

How long will I have to wait for an appointment?

What kind of experience do your doctors have?

What are the specific treatments that you offer?

Do you have any patient testimonials?

What are your cancellation policies?

 (Write your own questions below)

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## Reminder To Self :)

**Be polite and respectful.** Patients are often feeling anxious or stressed when they call the clinic, so it is important to be understanding and compassionate.

**Be clear and concise.** Patients may not have a lot of time, so it is important to get to the point quickly and answer their questions in a way that they can understand.

**Be accurate.** Make sure that the information you provide is accurate and up-to-date.

**Be patient.** Patients may need some time to understand their options or make a decision. Be patient and understanding, and answer their questions as thoroughly as possible.





## Important Expat Festivals



**India**

Diwali  
Holi  
Navratri  
Ramadan  
Eid Ul Fitr  
Independence Day(Aug' 15)  
Onam  
Eid A Milad  
Christmas



**Pakistan**



**Iran**

Revolution Day (Feb 11)  
Nowruz (March 21–24)  
Islamic Republic Day (April 1)  
Sizdah Bedar (April 2)



**UAE**

Eid Al Fitr  
Arafah and Eid Al Adha  
Ramadan  
Islamic New Year  
Eid A Milad  
National Day (Dec' 2)



**Philippines**

Ramadan  
Eid Ul Fitr  
Santacruzán  
Maundy Thursday  
Good Friday  
Eid Ul Adha  
Independence Day(Jun' 12)  
Eid A Milad  
Muharram (Ashura)  
Thanksgiving  
Christmas

### European Countries

Saint Patrick's Day  
Saint Joseph's Day  
Mother's Day  
Halloween  
Christmas Day