

# 52 Weeks to Success

## Chiropractic Assistant Program



### Benchmark 8

### Handling Patient Questions and Concerns

Whether a patient is new to your practice, or they have been receiving care in your office regularly, questions and concerns can come up regarding a multitude of areas. Being prepared to answer those questions can be the deciding factor in whether they stay or discontinue in your office. Since you, the Chiropractic Assistant, are usually the first point of contact for these questions, being able to handle them in a professional and competent manner is an important part of building and growing a successful practice. Developing your communication skills in this area will help you create trust and confidence in your doctor and your practice.

The following is a list of some commonly asked questions and how to effectively address those questions so your patients are happy, satisfied and get the answers they need to continue to receive their chiropractic care in your office. Discuss these with your doctor and other team members so everyone is confident and professional in handling not only the “easy” questions, but some of the more difficult situations that may arise in your practice. Remember, your competence is directly connected to having satisfied, happy patients stay and refer their family and friends to your office!

Use this worksheet to fill in your answers as you listen to the PowerPoint presentation, and bring them to your team meeting to discuss them with your doctor.

1. Why do I have to come in so often?
2. I can't make appointments. I'd like to come in whenever I think I need it.
3. I think I'm being adjusted too much.
4. I know I need this, but my spouse won't let me come in.
5. I want to get my kids adjusted, but my spouse won't let me.
6. I don't want to commit to this care plan, because I'm actually feeling good.
7. Why am I not getting any better?

8. Is it really safe for my children? My pediatrician told me to not let you adjust them.
9. That last adjustment really hurt. I don't think I want to do this anymore.
10. My last Chiropractor used a lot of machines on me. Why don't you guys do that?
11. I know that it's important for me to stick to this care plan, but I work 15 hours a day and can't get here.
12. I can get this at my physical therapist's office and my insurance will pay for it.
13. I'd like to get a second opinion.
14. I can't come in today because I'm sick.
15. I don't want to come in today because I'm sick and don't want to get everybody else sick.
16. I've tried referring my friends, but they don't believe in Chiropractic.
17. Is that all he/she is going to do? I was only in there for a few minutes!
18. I get regular massages, so I don't need to come here so often.
19. My husband had a bad experience with chiropractic, so he won't come in.
20. I would come more if I could afford it.
21. I would bring my kids if I could afford it.
22. You're not in my insurance network. I'm just going to go to someone in my network.
23. I can't come in; I just had a tragedy in my family.
24. Why do I still have this pain?
25. I know I'm supposed to be here 2 times per week, but I can only come once a month.
26. I know you close at 6, but with the traffic I can't get here until 6:30.

27. I can't come to the Health Talk because I have my bowling league on that night.
28. I've already been to other Chiropractors; I don't need to come to that Health Talk.
29. I don't know what my schedule is, so I can't make appointments.
30. I don't think I owe this money.
31. My orthopedic doctor told me not to let a chiropractor manipulate my spine.
32. My medical doctor says I need back surgery.
33. My Aunt Mary is coming into town. Can the Doctor adjust her while she's here?