**52 Weeks to Success C.A. Program**

**Benchmark 7**

**Worksheet**

Answer the following questions:

1. What are our fees for?
   1. New Patient Consultation?
   2. New Patient Examination?
   3. X-Rays?
   4. Re-Exams?
   5. Update Exams?
   6. Adjustment?
   7. (Anything else you do)
2. Will the Doctor or C.A. go over the Financial Consultation?
3. Are we having a disconnect between the Doctor’s ROF and the Financial Consultation?
4. Are we collecting fees / setting up payment plans?
5. Are we losing patients after the 1st or 2nd visit?
6. What is our goal for improvement?

Practice the scripts for the Financial Consultation discussed in the PowerPoint presentation and in your materials.

Practice how to handle misunderstandings/questions to fees.

Make sure all team members are on board with the Financial Consultation System and know what their part is.

Procedures are a template to increase capacity and efficiency. They are not unbreakable laws. Do what is in the patient’s best interest.