

Have more happy patients than ever before.

The secret to increasing the take-up of treatments is to ensure the patient appreciates both the benefits of the treatment and the accessibility of it.

Payment in one amount or on a credit card might be inconvenient for them but spreading the cost over a fixed period can make it easily accessible..

Patients can gain additional confidence in recognising that both the treatment is popular with others and that many appreciate the benefits of spreading the cost. In other words, they gain reassurance from the knowledge that others are doing the same as them. As such, a suitable discussion in respect of Invisalign might be:

Invisalign's really popular - people get fantastic results with it and many prefer to spread the cost with our payment options. It makes it easily accessible and means you can start treatment straight away at today's price, rather than saving for it only to find that the cost has increased.

The following scripts have been suggested for specific circumstances although, in reality, can be adapted for any circumstance – the message is the same – the benefit of the treatment, the accessibility of it and the simplicity of application.

Suggestions for scripts to be used by practices to introduce payment options

Phone Consultation

Once you've been in for your consultation the dentist will provide a suggested treatment plan. If you are interested in spreading the cost – no problem, we have a range of payment options you can choose from.

.....and if you are interested in spreading the cost, a lot of people like to do that, and we have a range of options available.

....there is a straightforward application. We can email you a link and you can submit an on-line application – it is very straightforward.



Largest award winning healthcare payments provider

Face 2 Face with patient

(Prior to consultation). In a moment you will see the dentist who will suggest a treatment plan. If you are interested in spreading the cost, no problem, we have various options available. We will be able to provide a link showing the options so when you get home you can decide which you prefer and submit your application on-line. Assuming your application is accepted you can e-sign the agreement on-line. We can then move forward with the treatment.

(Post consultation). Just to remind you, if you are interested in spreading the cost we have a range of options available. When we email you your treatment plan, we will include a link which you can click on. You will then be able to see the options available, select the one you prefer and, if you wish to do so submit an on-line application. It is very straightforward.

You will receive a quick decision, and if the lenders have any questions they will message you directly. Assuming your application is accepted you will be able to sign the agreement on-line and we can then get your treatment underway. Your first repayment will be approximately one month later.



Largest award winning healthcare payments provider

New Patient Enquiry

Many patients ask whether they can spread the cost of their treatments. There's no problem with that – we offer various options and can send you a link.

When you join the practice we will arrange for you to have a consultation with one of our dentists who will prepare a treatment plan for any treatment he suggests. If you prefer to spread the cost – no problem. We will send you a link when we send the treatment plan.

Follow-up after visit to the clinic and has treatment plan

Telephone follow-up

The initial part of the telephone conversation should relate to the treatment itself and any questions the patient might have. Then move on to payment:

Have you thought about whether you would like to spread the cost? A lot of patients like to do that – it makes payment easier. I will send you as link so you can look at the options and apply on-line for the one you prefer.

Don't forget, you can spread the cost if you prefer. We have various options and there is a very easy on-line application. I will send you a link so you can have a look.



Largest award winning healthcare payments provider

Email follow-up – 1

Thank you for your recent visit to the practice.

You will by now have had the chance to consider the treatment plan provided – please telephone us on (add number) or email us using this email address should you have any questions regarding the treatment itself.

Many patients like to spread the cost. If you are interested in doing so please click on the link (add your patient application link)

You will then be able to see the various options available and, if you wish to do so, submit a straightforward on-line application. Assuming your application is accepted you will be able to sign the agreement ‘on-line’ when you are ready to go ahead.

Once again, any questions – please give us a ring.

(add name)

(add Clinic Email signature)

Email follow-up – 2

Thank you for your recent visit to the practice.

You might wish to consider spreading the cost of your treatment. If so, please click on the link (add your patient application link) x to see the options available and to submit an on-line application if you wish to do so.

It is very straightforward. Assuming your application is accepted you can sign your agreement ‘on-line’ and we will then be able to proceed with your treatment.

Should you have any questions please telephone us on (add number)

(add name)

(add Clinic Email signature)



Largest award winning healthcare payments provider