

HEY AI! How can we be prepared for cost conversations?

Here is one comprehensive AI prompt that can provide your team script ideas to confidently and consistently address patient hesitation and can help increase case acceptance. Simply **copy and paste** the prompt below into your practice approved AI tool.*

ASK AI:



“Write multiple front-office talk tracks for common scenarios where patients decline treatment (e.g., cost, fear/anxiety, time constraints, ‘need to think about it,’ uncertainty about necessity). Each script should: (1) acknowledge and validate the patient’s concerns, (2) ask a brief clarifying question to understand the objection, (3) offer a patient financing solution, (4) clearly but tactfully explain the risks of delaying treatment, and (5) end with a respectful next step (schedule now, hold an appointment, or follow-up).”

Privacy & Compliance Notice: Do not enter, upload, or share any protected health information (PHI), personally identifiable information (PII), patient records, account numbers, medical histories, or other confidential data when using AI tools. All prompts and inputs must comply with applicable privacy, security, and regulatory requirements, including HIPAA. Use only de-identified, anonymized, or fictional information when interacting with AI platforms.

PRO TIP:



Consistently presenting cost as both a total investment and payment options during the cost conversation may help decrease patient hesitancy.

Want more? [Get connected](#) to one of our Practice Growth Consultants for a customized growth plan and available scripts for presenting the CareCredit credit card as a financing solution.

*AI Review, Disclosure & Transparency Notice: AI-generated content may contain inaccuracies, omissions, or outdated information and should not be relied upon without human review. All AI-generated outputs should be reviewed by qualified personnel to verify accuracy, appropriateness, and compliance with applicable laws, regulations, and organizational policies before use. If AI is used in direct interactions with patients or consumers regarding financing options, payment plans, or credit products, all applicable disclosure, transparency, and consumer protection requirements must be followed. Organizations are responsible for ensuring that required notices and disclosures are provided and that AI-assisted communications are accurate, clear, and compliant with applicable legal and regulatory standards.