

Key Phrases for
Exceptional New Patient Phone Calls

1. I'm so glad you've called our office!
2. In order to best help you, may I ask you a few questions?
3. Let me be sure I understand you clearly.
4. Let me do this for you. I'd like to invite you in for _____.
5. Dr. _____ could see you for that appointment either _____ or _____. Which is best for you?
6. Let me tell you a little about us.
7. You've made a great decision and I can't wait to meet you!

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