Questions we can ask to determine how 'ready' a patient is to hear the treatment plan/fee

🗣️ Setting the Stage:

"Before we talk about specific next steps, I'd love to hear your thoughts. It's important that we understand where you're coming from so we can make this work for you."

During the Conversation:
Use a selection of 2–4 open-ended questions from each category above depending on the patient's mood, urgency, and personality. Be curious, not scripted. Use pauses intentionally.

After the Conversation:
Summarize what you heard:

"It sounds like this is important to you, but timing and budget are top of mind. Let's look at some options that fit your comfort zone."

🧠 Understanding Their Perspective

- "What thoughts are coming up for you after hearing all of this?"

- "What stands out most about what we found today?"

- "How do you feel about moving forward with care right now?"

🎯 Exploring Priorities

- "Where does this fall on your list of priorities right now?"

- "What factors are most important to you as you think about moving forward?"

- "What's weighing most heavily on your mind as you consider next steps?"

- "What would help you feel really good about the decision to move forward?"

- "What are you taking into account as you decide how and when to begin?"

🕰️ Considering Timing

- "What's coming up on your calendar that we should keep in mind as we plan?"

- "What exciting or important events are coming up that might influence your timing?"

- "When do you want to show off your new smile?"

- "What timeframe do you have in mind?"

- "When would you like to have your treatment behind you?"

💵 Gauging Financial Readiness

- "What kind of investment feels doable for you when it comes to your dental health?"

- "How have you planned for dental care in the past?"

- "What would make the financial part of this feel more manageable?"

🤝 Decision-Making Style

- "How do you usually approach decisions about your health?"

- "Who do you typically include in conversations like this?"

- "What helps you feel confident when it's time to move forward?"