

Front Desk Staff Telephone Script

1. How much does the AOX procedure cost?

- **[Over the phone]** There are multiple options for what we call full-arch implant dentistry. AOX is one option which has become popular because your teeth are secured in place on the same day as the implant surgery. But there are other options that are less expensive, and there's no way for us to understand which would meet your needs without first having you in for a consultation and x-ray. It's always best to schedule a free consultation. We can share with you each of the options once we know more about your condition. We'll also provide you with a free CT scan.
- **Follow up questions to the patient:** Would something this afternoon at ____ o'clock work for you or would you prefer a ____ or ____ o'clock appointment tomorrow morning?

2. What is AOX and how does it work?

- **[In person]** AOX is a dental implant procedure that allows you to have a new set of teeth, fast; and is available through Dr. [Dentist Name]. Only four to six dental implants are needed per jaw and a new set of teeth is then secured to the implants. **[Hand the patient an AOX model.]**
- The benefit is that once your new teeth are secured in place, unlike a denture, there is no need for them to come out of your mouth.
- **Follow up question to patient:** Can you share with me your most pressing concern or circumstances that you would like to have resolved?

3. How much does the AOX procedure cost?

- **[In person]** The AOX procedure is [insert your global fee] per upper or lower jaw. **[Pause and allow the patient to respond.]**
- If the patient offers no objection, proceed with arrangements to accept their payment. If the patient demonstrates "sticker shock" proceed with the following #4 response.]

4. I can't afford to pay [insert your global fee] for dental implants.

- **[In person]** Most patients who receive AOX cannot afford to pay for this procedure all at once. They almost always set up a payment plan with a healthcare financing company so that similar to any major investment, they can comfortably pay for it over an extended period of time. It is usually possible to get your payment down to, say, between \$400 or \$500 per month depending on how long you would rather make your monthly payments. **[Use the Treatment Finance Worksheet.]**
- Follow up question to the patient: Are you able to make a \$400 or \$500 per month payment plan fit into your budget if it means having beautiful/stable teeth in a matter of a week or so from now?

5. Are there other options that are less expensive than AOX?

- **[In person]** Yes. If the AOX procedure is more than you would like to spend, we can perform what we call “Fixed-removable procedure.” This procedure also requires four to six dental implants. However, unlike AOX where your teeth are attached on the same day as the surgery, you will need to wear a regular denture for the first three to five months while your dental implants heal. Once your jaw bonds with the implants, we can complete the process by attaching the implants to your denture. Another difference with this option is that your denture will be designed to snap in-and out of your mouth instead of being permanently in place like natural teeth. [Hand the patient a full arch removable implant model.] This all helps to reduce the cost of the procedure. In this case your fee would be [insert your fixed-removable (with “Locator®” abutments) fee].

6. How long does the AOX procedure take to complete?

- **[Over the phone or in person]** The AOX procedure is usually completed in a few short hours. Dr. [Dentist Name] will create a new set of teeth prior to the procedure so that you leave our office with beautiful, stable teeth on the same day as the surgery or 24 hours later. AOX is one of the most appreciated procedures that Dr. [Dentist Name] performs.
- Follow-up question to patient: Do you have any important dates that you need to have the AOX procedure completed by?

7. Does the AOX surgery hurt?

- **[In person]** There is usually no pain experienced with implant surgery when you’re treated by experienced doctors who routinely perform this procedure, like Dr. [Dentist Name]. Our patients are usually incredibly pleased with any minor, short-lived discomfort they may experience, especially since most elect to be sedated so they can sleep pretty much during the entire procedure. Any post-operative discomfort can usually be managed with over-the-counter pain relievers such as ibuprofen. But we will offer you complete pre- and post-treatment details to help you avoid any discomfort. Follow up question to patient: If we can assure you that your level of discomfort will be kept to an absolute minimum, should we go ahead and make plans for your next appointment?

8. Does insurance cover the AOX procedure?

- **[Over the phone or in person]** Your dental insurance may cover a portion for you. Once we have more details about your particular insurance plan, we can tell you exactly what amount your insurance will pay. Follow up question to patient: May I have your insurance details so I can get you an answer asap?