

## SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



June 2006

### Five Techniques to Improve Collections

1. Use the patient's name at least three times during the collection conversation. This impacts positively on the patient's awareness of personal responsibility for paying the account.
2. When a patient asks you to do something that conflicts with your billing and collection protocol, rather than saying "No," say "I wish we could do that, however..."
3. When a patient presents you with a problem as to why the account can't be paid now, always rephrase the problem in your own words: "What I understand you to mean is . . ." or "Let me understand what you need . . ." or "You said . . . Is that correct?" This tells the patient you heard and understood the problem.
4. When dealing with angry people, the louder they speak the quieter you should respond.
5. Never interrupt the other person when they are speaking. It upsets the patient and can escalate the call into a confrontation.