

INT. USE ONLY

Card on File in Vault: Patient Engagement Scripts

Storing a Card on File in Vault is a convenient way to improve the patient's experience and simplify billing for your practice. This document recommends scripts to help you clearly explain the benefits, address concerns, and encourage patients to participate with confidence.

Introducing Card on File: Sample Scripts

Incorporating Card on File into your policy:

"At our practice, we've implemented a card on file policy to streamline billing and ensure consistency for all our patients. This is a standard policy, similar to what you might experience with services like hotels or rideshare apps, but with added protections like HIPAA compliance. We will always notify you before any charges are made. Which card would you like to place on file today?"

Presenting Card on File as a standard requirement:

"Which card would you like to put on file today? This will make your future visits even smoother, as you won't have to worry about handling payments each time."

Highlighting benefits for families:

"To make things easier for your whole family, we can store a card on file that covers everyone's appointments. This way your family members won't have to worry about payment when they come in for their visit, and it simplifies billing for the entire family."

Handling Objections for Card on File: Sample Scripts

Reassuring patients with privacy concerns:

“Think of it like storing your card for services like Netflix or Uber, but with even stronger protections. Your information is encrypted and HIPAA-compliant, so you can trust that your privacy is fully safeguarded, where not even our staff can view your full card information.

Addressing worries about large charges:

“We understand concerns about unexpected charges. That’s why we’ll notify you before any charges are made, and you’ll know the maximum amount we might charge ahead of time as outlined in your Pre-Authorization Healthcare Form agreement.”

Sharing the importance of a signed Pre-Authorized Healthcare Form:

“To protect you and our practice, we require a signed agreement before storing your card on file. This form ensures that your card information is securely stored and helps prevent any unauthorized charges or disputes.”

Responding to patient reactions regarding high balances with insurance:

“I understand that you’re upset about this. Please know that we filed a claim to your insurance company as a courtesy to you in order to limit your financial responsibility. Our practice has a contractual obligation with your insurance company to collect payments at the time of service. However, you are the policy holder, and if you believe your insurance should pay more, we suggest that you contact your insurance company directly. In the meantime, the amount due for today’s visit is [x amount].”