

FEEL, FELT, FOUND :

Follow thru all three examples of 1, 2, and 3.

Feel: *Respectfully acknowledge feelings and opinions. It's important not to say, I see you are angry, rather it SEEMS like you are upset, I sense, etc*

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| 1. I sense you are upset with having to wait so long to get an appointment. |
| 2. It seems you are not happy about having to wait so long to get an appointment. |
| 3. It seems you are surprised by the fee for your treatment plan and also that we ask you to pay at the time of service. |

Felt: *Acknowledge that others (or you) have felt that way too.*

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| 1. Others have expressed the same frustration. |
| 2. I can certainly understand that. When I call my own MD for a routine visit it takes months to get in. |
| 3. Others have felt the same way. |

Found: *What's in it for them, How have others benefited.*

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| 1. HOWEVER (the bridge word here is important, however is THE word to use.. However, what they have found, and I hope you will too, is that once you see the Doctor, you will agree that it has been worth the wait. |
| 2. However, our reason for scheduling routine visits further ahead is the same as my MD's. We are diligent about leaving emergency space in our schedule to see those that call in with a toothache or other emergency. Our patient's have found that if they need immediate attention, we will get them in. If your situation changes before your scheduled appointment, please call us and we will get you in sooner. (Might describe the symptoms to watch for) |
| 3. What our patients have found is that we discuss the fees ahead of time, like we are, we can work with you and work out a plan for payment. Many of our patients have used Care Credit (explain more) and have been very pleased. Our patients also have learned that by paying at the time of service they are collaborating with us to keep our fees down, and giving us the cash flow to hire the most experienced staff and the best of equipment and materials. |

State how you SENSE or IMAGINE that they **feel**, Say you or someone else has **felt** the same way, however, What did they (OR YOU) **find or found**, to make it worthwhile.