



Quiz for Comprehension - Segment Four

1. **What is the third domino?**
 - A) What options have you considered?
 - B) Treatment Length
 - C) Treatment Cost
 - D) When are you starting treatment?

2. **Who should talk about money to the patient in the third domino?**
 - A) The financial coordinator
 - B) The doctor
 - C) The TC
 - D) The office manager

3. **On average, how many patients will not be a good fit for your practice for one reason or another?**
 - A) 2%
 - B) 5%
 - C) 15%
 - D) 21%

4. **What is the Take-Away?**
 - A) Scripting that takes the sale away and the option off the table
 - B) When the doctor tells the patient they can't have Invisalign
 - C) Scripting that helps take away any objections
 - D) When the doctor takes away the patient's fears

5. **Why do you give a range when talking about fees?**
 - A) So you can quote lower than the range
 - B) So you can quote higher than the range
 - C) So the parent gets uncomfortable with cost
 - D) So the parent has an idea about what to expect for cost

6. **What is the range you should give when talking about fees in Domino #3?**
 - A) \$500
 - B) \$1,000
 - C) \$2,000
 - D) \$3,000

7. **What is the fourth domino?**
 - A) What options have you considered?
 - B) Treatment Length
 - C) Treatment Cost
 - D) When are you starting treatment? Now or later?



8. **Why must the doctor discuss money with the parent?**
- A) Because he is the ultimate authority to the parent and patient
 - B) Because he has an orthodontic degree
 - C) Because he owns the practice
 - D) None of these
9. **What do you do if mom has objections about money?**
- A) Tell her it's not a big deal and that her child needs orthodontic treatment
 - B) Ask if her concerns are more about the initial investment or the monthly payment
 - C) Ask mom if she needs to talk to dad before making a decision
 - D) Let mom know it's okay and that everyone has issues with money
10. **Who does most of the work during the properly scripted New Patient Exam?**
- A) The TC
 - B) The doctor
 - C) The financial coordinator
 - D) The patient