




Quiz for Comprehension - Segment Six

1. **To get a patient to move forward when discussing money, good scripting is to say:**
 - A) If we can get the numbers to make sense for you, how do you feel about moving forward with treatment?
 - B) We will make sure you get the lowest monthly and initial investment, are you ready to move forward?
 - C) I understand your biggest concern is money but are you ready to move forward?
 - D) I know you went to another orthodontist but if we can price match, do you want to come here instead?

2. **What should the doctor say to a patient or parent who asks how much they have to put down towards treatment?**
 - A) I don't know, that's the TC's job.
 - B) It depends... how much do you have?
 - C) The TC will go over that with you.
 - D) We will make sure that your initial investment is comfortable for you. How does that sound to you?

3. **What do you say if a child patient expresses that they don't want braces?**
 - A) Wait for mom to tell the child he is getting them no matter what
 - B) Ask the child to tell you more about why he is concerned about getting braces
 - C) Laugh it off and move forward with your presentation
 - D) Tell the parent that if he doesn't want them, you're all wasting your time and to come back in a couple years

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4. **When do you use the Rate Yourself On a Scale of 1-10 exercise?**
- A) When you need to find the level of engagement with the patient or parent
 - B) When you are asking the mom how much she can put down towards treatment
 - C) When you ask the patient how many orthodontic consultations they have been to
 - D) None of these
5. **A good frame of reference for monthly payments is:**
- A) Your car payment
 - B) Your mortgage payment
 - C) Your cell phone bill
 - D) Your morning coffee
6. **With the Rate Yourself Scale exercise, what is the dividing line?**
- A) 4/5
 - B) 5/6
 - C) 6/7
 - D) 7/8
7. **Should you always use the Rate Yourself Scale exercise?**
- A) No, sometimes it doesn't apply to the situation and/or you don't need it
 - B) Yes, you always need to use this exercise in every new patient exam
 - C) No, you should rarely use it
 - D) Yes, it applies to every domino you must overcome



- 8. If the patient says they are a 4 on a scale of 1 to 10, you should say:**
- A) I'm curious, why didn't you rate yourself lower?
 - B) I'm curious, why you aren't a ten?
 - C) I'm curious, why didn't you rate yourself higher?
 - D) I'm curious, you didn't say 1 so you must be interested in braces, right?
- 9. If a patient says they are a 5 or lower on the scale, they are giving you their:**
- A) Buying signals
 - B) Objections
 - C) Complaints
 - D) Reasons
- 10. If a patient says they are a 6 or higher on the scale, they are giving you their:**
- A) Buying signals
 - B) Objections
 - C) Complaints
 - D) Reasons