

IT'S ALL IN HOW YOU PHRASE IT ANSWER KEY

You may have the best of intentions when providing financial assistance to patients and families, but everyone has said the wrong thing at the wrong time. That's why the phrasing of your communications is so important. It can mean the difference between helping resolve an issue or adding to an already difficult situation.

Are you careful about the way you phrase your statements? Test your abilities by reading each of the statements below and replacing each statement with a suitable alternative phrase.

1. What I'm suggesting to you is...
 - a. **Have you considered...** _____
2. This is what I would do.
 - a. **Given the options, what seems like the best choice for you (for your situation) is...** _____
3. I think you should...
 - a. **Choose the option that will be best for you and your situation.**
4. I understand.
 - a. **It seems as though you have a lot going on.** _____
 - b. **It sounds like you are finding ways to manage this for yourself.** _____
5. I think you are doing the right thing.
 - a. **The right decision is the one you're most comfortable with after hearing all of the options.**
6. You really need to complete that paperwork.
 - a. **It would really help me so that I can help you if the necessary paperwork was completed.**
 - b. **The sooner the paperwork is completed, the sooner we can resolve this situation, which will lessen the stress on you.**
7. Why do you want to do that?
 - a. **That is one option. Have you also considered...** _____
8. All I am saying is...
 - a. **Let me explain this in another way.** _____
9. I'm here to tell you that...
 - a. **My role is to work with you and help you to understand all of your options.**

FINANCIAL ADVOCACY NETWORK

10. I certainly can't blame you for feeling that way.
 - a. **You have every right to feel the way that you do.**
11. I don't know of anyone else in your situation.
 - a. **There are many people who've been diagnosed with cancer who are dealing with _____ these issues, and there are many options that I can present that may help you.** _____
12. I think it might be helpful if...
 - a. **What would be most helpful for you at this time?** _____
13. I would certainly consider...
 - a. **Have you considered...** _____
14. In situations like this, I usually...
 - a. **In situations like this, it might be helpful if...** _____
15. My recommendation would be to...
 - a. **Given your specific situation, there are several options available. I'd like to _____ review them and see which may be best for you.** _____
16. They don't know anything.
 - a. **Sometimes it may seem as if no one has or knows the right answer.**
17. Why aren't you getting help with that?
 - a. **Tell me more about why you haven't followed through getting help?**
 - b. **It can be hard sometimes to accept help of any kind.**
18. Too bad you didn't qualify for that program.
 - a. **Each program has different criteria, but there are many programs available.**
 - b. **Although you didn't qualify for that program, there are other programs for which you may qualify.**
19. You will just have to find a way to make the co-pays.
 - a. **Let me explore some other options for you.**
20. I wish you'd work with me more so I can get you assistance.
 - a. **I want to help you find some solutions, and I need you to work with me.**