

IT'S ALL IN HOW YOU PHRASE IT

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.

Check your answers using the answer key provided.

1. What I'm suggesting to you is...
2. This is what I would do.
3. I think you should...
4. I understand.
5. I think you are doing the right thing.
6. You really need to complete that paperwork.
7. Why do you want to do that?
8. All I am saying is...
9. I'm here to tell you that...
10. I certainly can't blame you for feeling that way.
11. I don't know of anyone else in your situation.
12. I think it might be helpful if...
13. I would certainly consider...
14. In situations like this, I usually...
15. My recommendation would be to...
16. They don't know anything.
17. Why aren't you getting help with that?
18. Too bad you didn't qualify for that program.
19. You will just have to find a way to make the co-pays.
20. I wish you'd work with me more so I can get you assistance.