

## Ten Commandments for Telephone Collections

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1. I will not place the call without reviewing the account.
2. I will listen and not try to dominate the conversation.
3. I will not lose my temper or argue with our patient.
4. I will not lecture our patient.
5. I will control the conversation and return to the objective of my call.
6. I will exhibit confidence and professionalism in my voice.
7. I will avoid use of jargon.
8. I will never assume our patients are “Deadbeats”.
9. I will try to create goodwill for this practice with every call I make.
10. I will always press for the payment commitment.

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