

## HYGIENIST: PATIENT REFUSING X-RAYS

### SCENARIO TRANSCRIPTS

Remember – each office is different! Our documents are intended as suggestions and guidelines only and can be used as a starting point for conversation and your own system development.

Below we have the scripts between the hygienist, Brooke, and the patient who was refusing X-Rays. We hope you can read over these and tweak them to work best for you and your office

#### Refusal Due to Radiation

B: “Okay Tristin so the first thing we’re going to do is take a couple X-Rays.”

T: “Oh, I would actually rather not do X-Rays.”

B: “Oh, what’s the reason?”

T: “I saw this thing on TV that was talking about the negative effects of the radiation on the brain and stuff, so I just don’t want to do that.”

B: “So, I will tell you that the equipment we use here is top of the line equipment, it’s digital X-Rays, so it’s very low radiation. You get more radiation walking outside in the sun, when I take the X-Ray I don’t even leave the room any more, it’s very low risk, hardly any radiation at all.”

T: “Okay, I guess that’s okay then, I’ll do it.”

B: “Okay, great! We’ll get started on those.”

#### Refusal Due to Time

B: “Okay Tristin we’re going to start by taking your checkup X-Rays.”

T: “I... oh man, I am actually on my lunch break and I need to get back to work pretty soon, so could we skip it today?”

B: “It only takes five minutes, it’s been booked into the appointment, you will be out of here on time.”

T: “Okay, okay, cool.”

#### Refusal Due to Money

B: “Okay Tristin we’re going to start by taking a couple of X-Rays first.”

T: “Okay, uhm well I actually can’t really pay... I don’t think I will be able to pay for the X-Ray.”

B: “You don’t have to worry about that, insurance covers X-Rays at least once a year, sometimes every six months. So, your insurance will cover the X-Rays there will be no out of pocket cost.”

T: “Oh! Okay, sweet, yeah let’s do it.”

B: “Okay, good.”