



Messaging Templates



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Please modify these scripts to meet the needs of your business.

Patient Wellness Messaging

Sample Phone and e-Mail Wellness Script

Hello, this is (name) from (practice/business).

We hope you were pleased with your recent visit to our office.

As a courtesy to you, we have billed your insurance for the charges connected with this visit. Please look for an invoice from our office for any charges due from you that your insurance did not cover.

We value you as a (patient/customer) and would appreciate your feedback as to how we could make your experience with us more convenient and rewarding.

Should you have a question or comment for me please contact me thru our website at (web address).

(You can also pay your bill now online at this same website.) Should you wish to speak to one of our billing specialists regarding charges for your recent visit press 1 now.

I thank you for your time and appreciate your business. I hope this call finds you well.

Collections – Voice Messaging

Sample Collection Phone Call Script #1

This is a message from (Business Name), please be prepared to write down some important information. This message is in regards to an unpaid account balance. If you have already paid this balance, we thank you for your efforts in doing so. If it remains unpaid today, we ask that you pay it at your earliest convenience, or please contact our office at (Business Phone #) between the hours of (8:30-4:30) Monday through Friday if you require assistance. Thank you for your time.

HOT KEY: (Please press (1) to speak live to a billing specialist.)
Press (2) if you would like to replay this message.

Sample Collection Phone Call Script #2

This is a message from (Business Name). This is our second call regarding an unpaid account balance. Because of the age of the account, action is now required on your part to resolve the balance. We request that you please submit your payment today or contact our office at (Business Phone #) between the hours of (8:30-4:30) Monday through Friday to prevent any further collection action. Thank you for your attention to this matter.

HOT KEY: (Please press (1) to speak live to a billing specialist.)
Press (2) if you would like to replay this message.

Sample Collection Phone Call Script #3

This is a message from (Business Name). We have made several attempts to contact you concerning a past due account balance. Please contact our office at (Business Phone #) as soon as possible to make payment arrangements on this account or we will turn it over for collections with an outside agency in X days. Our office hours are (8:30-4:30) Monday through Friday. Thank you.

HOT KEY: (Please press (1) to speak live to a billing specialist.)
Press (2) if you would like to replay this message.

Collections – E-mail Messaging

Sample Collection e-Mail Script #1

This message is sent in regards to an unpaid account balance.

If you have already paid this balance, we thank you for your efforts in doing so. If it remains unpaid today, we ask that you pay it at your earliest convenience.

Please contact our office at [\(Business Phone #\)](#) between the hours of [\(8:30-4:30\)](#) Monday through Friday or visit us online at [\(Business Web Address\)](#) if you require assistance.

Thank you for your prompt attention to this important matter.

Sample Collection e-Mail Script #2

This is a follow-up message sent in regards to an unpaid account balance.

Because of the age of the account, action is now required on your part to resolve the balance.

If you have already paid this balance, we thank you for your efforts in doing so. If it remains unpaid, we ask that you contact our office at [\(Business Phone #\)](#) between the hours of [\(8:30-4:30\)](#) Monday through Friday or visit us online at [\(Business Web Address\)](#) if you require assistance.

Thank you for your prompt attention to this urgent matter.

Sample Collection e-Mail Script #3

This is a follow-up message sent in regards to an unpaid account balance. We have made several attempts to contact you concerning a past due account balance.

Because of the age of the account, your account is being turned over to an outside collections agency and credit-reporting bureau for action.

Please contact our office at [\(Business Phone #\)](#) or visit us online at [\(Business Web Address\)](#) as soon as possible to make payment arrangements on this account. Our office hours are [\(8:30-4:30\)](#) Monday through Friday.

Thank you for your prompt attention to this urgent matter.