

Patients may confuse this service with their annual physical and it is important that staff clearly explain the difference in these services. The following scripts can help staff answer questions or provide helpful information to patients when they arise.

“Your doctor wants you to have this. The purpose of the visit is to **screen** and **prevent** issues instead of waiting until later to treat a problem with medication or surgery.”

“There is no copay for the visit. It is paid for by Medicare.”

“It is not a head-to-toe physical.”

“During the visit, we will review your health and issues that may be affecting your health. We will also review any preventive screenings you may need. Finally, you and your care team will make a plan together to maintain your health and to get any preventive screenings when you need them.”

[Edit as needed for your practice]

“_____ (nurse, dietitian, medical assistant, etc.) will perform most, if not all, of the visit under the supervision of your doctor.”

[Edit as needed for your practice]

“We will send you an informational letter and a questionnaire to fill out prior to the visit. Please bring the completed questionnaire with you to your visit.”

“If you happen to be ill or have a medical problem when your visit is scheduled, we may decide to reschedule your wellness visit for a different day so that we can focus on your immediate need. We may be able to provide both a wellness visit and a sick visit on the same day. If so, you will be responsible for any deductible or coinsurance for the sick visit.”