

Sample Script: Asking about Income at Check-In

At RHCare clinics, when clients do not want to complete the RHAF enrollment form and/or have private insurance, clients must be assessed using the sliding fee scale using the client's income and their household size. This is a sample script for asking clients about income and household size during check-in.

1. Explain the need for information about income and household size:

"We're happy to see you today. Before you see the provider, we need your income and household size so we can give you the right discount. Everyone is asked for this information at check-in so we can charge the correct fee.

Do you have any questions?"

2. Address client concerns with sensitivity:

"We understand that this is personal. We ask these questions of all our clients. Our goal is to make sure we are providing affordable services. Is there something I can do to help you feel more comfortable sharing this information?"

3. Offer help:

"Let me know if you have any questions. I'm here to help and make this as easy as possible for you. We know your time is valuable, and we want to get you seen as soon as we can."

4. Assure confidentiality:

"The information you provide today is confidential and will only be used to determine your fee for today's visit. Do you have any questions or concerns?"

5. End on positive note:

"We're glad you're here. Let me know if there's anything else you need today. You'll be called to see the provider soon."

Adapted from RHNTC, Sample Scripts for Verifying Client Income, <https://rhntc.org/resources/sample-scripts-verifying-client-income>

Sample Script: Asking about Income When Scheduling an Appointment

This is a sample script for asking about a client's income and household size while scheduling an appointment.

1. Explain the need for information about income and household size:

"Our fees are based on clients' income and household size. We ask all our clients to provide income information and household size so they get the right discount. Do you have any questions?"

2. Address client concerns with sensitivity:

"We understand that this is personal. We ask these questions of all our clients. Our goal is to make sure we are providing affordable services. At check-in, our staff approach your visit with deep care, respect, and privacy."

[Add what your agency does to ensure privacy for clients, such as playing music, having white noise machines, or conducting client intake in a private space.]

3. Offer help:

"If you have any questions or concerns about this process, please let me know. I'm here to help and make this as easy as possible for you."

4. Assure confidentiality:

"Please know that any information you provide is confidential and will only be used to determine your fee for your visit."

5. End on positive note:

"Thanks for scheduling an appointment with us today. Let me know if there's anything else you need."

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