



RingRx Communication Guides

Overdue Payments

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team handle overdue payment conversations with empathy, clarity, and professionalism, while protecting patient relationships

Use This When

- ✓ A patient has an outstanding balance
- ✓ A billing reminder has gone unanswered
- ✓ A patient calls with a billing question that includes an overdue amount
- ✓ Following up after a missed or partial payment

Customization Guidance

- ✓ **Use first names** unless practice policy requires otherwise
- ✓ **Offer options** (payment, plan, clarification) rather than demands
- ✓ **Pause after stating** the reason for the call to let the patient respond
- ✓ **Escalate to a supervisor** if the conversation becomes emotional or complex

Do

- ✓ Acknowledge the situation before discussing payment
- ✓ Listen fully before responding
- ✓ Offer clear next steps and options
- ✓ Confirm the agreed-upon action before ending the call

Don't

- ✗ Sound accusatory or rushed
- ✗ Argue about responsibility or intent
- ✗ Threaten collections or consequences
- ✗ Discuss balances without verifying identity

HIPAA Reminder

Confirm the patient's identity before discussing account balances or payment details. Do not leave detailed billing information in voicemails or texts.

RingRx Tip

Use secure texting to send a payment link or statement summary after the call, so patients don't have to remember details.

Review Note

Review quarterly or when billing policies, payment options, or staff responsibilities change.

Recommended Script

"Hi, this is (First Name) calling from (Practice Name)."

"I'm calling to follow up on the (amount) balance on your account."

"I know billing can be confusing, and I'm happy to walk through your options or help set up a payment plan."



Tone Tip

Lead with empathy, not urgency. Sound helpful and neutral - not corrective or confrontational.