

Minimizing Cancellations

(patient), it is very difficult for us to make this type of appointment available to other patients that would benefit on such short notice.

It would be very helpful if you could find a way to keep your appointment - ***is there some way we could assist you to keep your appointment?***

(It is very important to stop talking after asking this question and allow the patient to respond).

If Patient Replies They Cannot Keep The Appointment

I understand.

We do ask that patients provide us with 2 working days notice if it is necessary to change a scheduled appointment so that we can make those appointments available to other patients.

I would like to reschedule this appointment for you, what day and time is best for you?

Thank you **(patient)**, enjoy the rest of your day.

Key Coaching Point - Use Your Discretion

- A) If a short notice cancellation sounds legitimate - thank the patient for making the effort to call and look to reschedule the appointment.

Last minute emergencies do happen. This is particularly important if a patient is a patient of record that has not missed or short canceled appointments in the past.

- B) If the short notice cancellation does not sound legitimate - follow the communication outlined above.

This applies to situations where it appears a patient is simply not making an effort to keep an appointment. Patients who have chronically missed or canceled appointments on short notice in the past.

Call Scripts



Missed / Cancelled Appointments

Hello (Patient).

This (your name) calling from (your practice).

I'm calling to re-schedule the hygiene appointment that you (missed / cancelled) on (day) so you don't fall behind in your preventative care.

What day or time of the week might work for you?

Would this appointment time work for you?

Great - we have you confirmed for (date / time).

We look forward to seeing you at your appointment.

If patient is unable to reschedule the appointment:

I would like to follow up with you at a later date if that is more convenient for you... if I were to follow up with you in (time period - week or month) would that work for you?

From time to time we do have appointments that become available on short notice. Would you like to be contacted should an appointment become available?

Call Scripts



Pre-Appointing Patients

I would like to schedule your next (**dental / hygiene**) appointment on a day and time that works best for you, would you prefer a (day of week, time of day) again? **Suggest the same day and time of current appointment.**

Great! You are scheduled for (date and time). We have time **reserved** for you and we will confirm this appointment with you two weeks prior to the appointment date.

If a patient is hesitant to schedule in advance - explain the benefits of pre-appointing:

We know it is difficult for some patients to schedule appointments in advance.

As our hygiene schedule fills up quickly, if we don't schedule an appointment for you now, we may have trouble locating you an appointment or locating you an appointment on a preferred day and time.

If we schedule you now, you will have an appointment **reserved** in the system and we can always change your appointment once we get closer to the appointment date if you need to.

We will contact you two weeks in advance of the appointment and should you need to change the appointment that is not a problem.

I can tell you that most patients find this system has worked very well for them - really helps patients to keep up with their regular hygiene care.

Great! You are scheduled for date and time.

Do you need me to give you a follow up call to confirm?

Call Scripts



Introducing Email & Text Messaging - Determine Contact Preferences

I would also like to take a moment to update your contact information.

To make it more convenient for our patients, we can now notify you of your upcoming appointments by email and text messages.

We can now send out emails and text messages reminding you of your upcoming appointments and you can respond by clicking in the email. The email then sends us an automatic message cutting down on the number of calls you would need to take from the practice.

We are very excited with this new service - would you like us to activate this service for you?

Which method of contact do you prefer?

1. Telephone - Home, Work, Mobile

2. Email / Text / Both

We will be using email in the future to confirm appointments and send appointment reminders.

Would you like to be notified by text as well?

Call Scripts



Patient Is Coming Due and Is Unscheduled

Hello **(patient)**,

This is **your name** calling from **your practice**. Our records indicate you are now due for your **(dental examination and / or hygiene treatment)** and we would like to *reserve* an appointment for you.

(patient), as there are a limited number of hygiene appointments available - I would like to schedule an appointment for you that is as convenient as possible.

What day or time of the week might work for you?

Would this appointment time work for you?

OK, great - would you like a reminder call before your appointment?

We look forward to seeing you at your appointment.

Voicemail Message

Hello **(patient)**,

This is **your name** calling from **your practice**.

Our records indicate you are now due for your **(dental examination and / or hygiene treatment)** and we would like to reserve an appointment for you.

(patient), as there are a limited number of hygiene appointments available - I would like to try and schedule an appointment for you that is as convenient as possible before the schedule fills up further.

Please call our office at **your phone number** to schedule an appointment as soon as would be convenient for you.

Looking forward to hearing from you - thank you.

Call Scripts



Offer Short Notice

(patient), we do have appointments that become available on short notice due to scheduling changes.

I can place you on our short notice availability list and contact you if something does become available.

I will call you directly or send you off an email advising you of any openings.

If you do receive an email advising you of an appointment - please call us back as soon as possible as those appointments are provided on a first come, first serve basis.

Call Scripts



Reminder Call

Hello **(patient)**.

This is **your name** calling from **your practice**.

I'm calling to remind you of the **(dental / hygiene)** appointment we have **reserved** for you on **(appt date)** at **(appt time)**. We have (time) **reserved** for your treatment.

We would also like to remind you to take your prescribed medications before your appointment (when necessary).

Wonderful, enjoy the rest of your day and we will see you then.

Voicemail Message

Same as above.

Call Scripts



One Week Unconfirmed Call

Hello **(patient)**.

This is **your name** calling from **your practice**.

(patient), I'm calling in advance to confirm the **(dental / hygiene)** appointment we have **reserved** for you on **(appt date)** at **(appt time)**. We have (time) **reserved** for your treatment.

Do you have this appointment in your schedule?

Can I confirm this appointment?

OK, great - would you like a reminder call before your appointment?

We look forward to seeing you at your appointment.

Voicemail Message

Hello **(patient)**.

This is **your name** calling from **your practice**.

(patient), I'm calling in advance to confirm the **(dental / hygiene)** appointment we have **reserved** for you on **(appt date)** at **(appt time)**. We have (time) **reserved** for your treatment.

As your appointment is scheduled within the next (week / few days) - could you please contact our office at **your phone number** to confirm this appointment as soon as would be possible.

Looking forward to hearing from you - thank you.

Call Scripts



Two Week Confirmation Call

Hello **(patient)**.

This is **your name** calling from **your practice**.

(patient), I'm calling in advance to confirm the **(dental / hygiene)** appointment we have **reserved** for you on **(appt date)** at **(appt time)**. We have (time) **reserved** for your treatment.

Do you have this appointment in your schedule?

Can I confirm this appointment?

OK, great - would you like a reminder call before your appointment?

We look forward to seeing you at your appointment.

Voicemail Message

Hello **(patient)**,

This is **your name** calling from **your practice**.

(patient) I'm calling in advance to confirm the **(dental / hygiene)** appointment we have **reserved** for you on **(appt date)** at **(appt time)**. We have (time) **reserved** for your treatment.

As your appointment is scheduled within the next (week / few days) - could you please contact our office at **your phone number** to confirm this appointment as soon as would be possible.

We are looking forward to hearing from you - thank you.

Call Scripts



Reschedule Appointment

If a patient is unable to confirm the appointment or would like to reschedule the appointment:

(patient), if this appointment does not work for you, I would like to schedule another appointment time that may be more convenient for you before releasing this appointment.

What day or time of the week might work for you?

Would this appointment time work for you?

Great - we have you confirmed for (date / time).

We look forward to seeing you at your appointment.

If patient is unable to confirm the appointment or reschedule the appointment:

I would like to follow up with you at a later date if that is more convenient for you.

From time to time we do have appointments that become available on short notice. Would you like to be contacted should an appointment become available?

Unable to Schedule

If a Patient Is Unable To Schedule An Appointment:

I would like to follow up with you at a later date if that is more convenient for you to schedule an appointment. **(Schedule a follow up call for the patient in Recall System Pro).**

From time to time we do have appointments that become available on short notice. Would you like to be contacted should an appointment become available (earlier appointment / preferred day and time)?

Call Scripts



Release Appointment

If a patient is unable to confirm an appointment within 48 hours of their appointment time:

(patient), because this appointment falls within the next (week / few days), if you are unable to confirm - we will need to release the appointment for the benefit of our other patients.

Before we release this appointment - I would like to schedule another appointment that might be more convenient for you.

What day or time of the week might work for you?

Would this appointment time work for you?

Great - we have you confirmed for (date / time).

We look forward to seeing you at your appointment.

Voicemail Message

Hello **(patient)**.

This is **your name** calling from **your practice**.

We have a **(dental / hygiene)** appointment **reserved** for you on **(appt date)** for **(appt time)**.

(patient), because this appointment falls within the next (week / few days), we will need to release this appointment for the benefit of our other patients if you are not able to confirm within the next working day.

Please call our office at **your phone number** within the next working day if you would like to confirm the appointment.

If you are not able to keep this appointment, we would be happy to reschedule the appointment for you.

Looking forward to hearing from you - thank you.

Call Scripts



Patient Is Late For Hygiene or Recall Appointments

Hello **(patient)**.

This is **your name** calling from **your practice**.

Our records indicate you are now **(months)** past due for your **(dental examination and / or hygiene treatment)** and I would like to schedule you an appointment so you don't fall behind in your preventive care.

What day or time of the week might work for you?

Would this appointment time work for you?

OK, great - would you like a reminder call before your appointment?

We look forward to seeing you at your appointment.

Voicemail Message

Hello **(patient)**,

This is **your name** calling from **your practice**.

Our records indicate you are now **(months)** past due for your **(dental examination and / or hygiene treatment)**. I would like to schedule you an appointment so you don't fall too far behind in your preventive care.

Please call our office at **your phone number** to schedule an appointment as soon as would be convenient for you.

Looking forward to hearing from you - thank you.

Call Scripts



Patient Is Overdue For Hygiene or Recall Appointments

Hello **(patient)**,

This is **your name** calling from **your practice**.

Our records indicate you are now **(months)** past due for your **(dental examination and / or hygiene treatment)** and I would like to schedule you an appointment so you don't fall behind in your preventive care.

What day or time of the week might work for you?

Would this appointment time work for you?

OK, great - would you like a reminder call before your appointment?

We look forward to seeing you at your appointment.

Voicemail Message

Hello **(patient)**,

This is **your name** calling from **your practice**.

Our records indicate you are now **(months)** past due for your **(dental examination and / or hygiene treatment)**. I would like to schedule you an appointment so you don't fall too far behind in your preventive care.

Please call our office at **your phone number** to schedule an appointment as soon as would be convenient for you.

Looking forward to hearing from you - thank you.

Call Scripts



Reactivate Calls

Hello **(patient)**,

This is **your name** calling from **your practice**. How are you?

I am updating our patient files and our records show your last **(dental examination and / or hygiene treatment)** was approximately **(months)** ago.

I am calling to find out if you are planning to remain a patient of our practice or if there is anything more we can be doing to assist you with your dental care?

If patient is not continuing with the practice

If you are not planning to continue as a patient of the practice, we will remove you from our follow up lists.

If there is anything more we can do for you in the future - please do not hesitate to let us know.