



## **PROTOCOL FOR CALLING PATIENTS WHO DID NOT SCHEDULE**

1. Review the patient's chart before calling so you know the last treatment they received or what that they need as well as what family members might have been seen.
2. Use the information in #1 when you call to show them that an effort was made to know about them and their family. Show them that you care for them.

Example:

Scheduling Coordinator: "Hello Mr. Smith, this is Lisa from Dr. Jones' office. How are you?"

Engage the person in conversation, mention something about them or their family or about the work they had done or that needs to be done.

Scheduling Coordinator: "The doctor was concerned that you have not scheduled (or missed your appointment) and asked that I call you."

Ask them how they are doing in regards to the areas they had work on before. Let the patient talk. Make them feel important.

Scheduling Coordinator: "The doctor considers your dental health very important and that you get regular exams (or whatever is appropriate) and would like you to come in and see him (or her). When is the best time to schedule, in the beginning of the week or in the latter part of the week."

The keys:

- a. Discover what the real barrier is by listening!

b. Assign the calls to a specific person who has had success doing such calls as an untrained person calling patients can make matters worse.

c. Keep track of how many patients are called, scheduled and arrive. Assign daily and weekly targets.

Important:

When patients are in the office it is vital to concentrate on educating your patients on the dental and overall health consequences of not moving forward. If you do so you will get many more patients to schedule who actually show up!