



PROCEDURE FOR MISSED APPOINTMENTS

When a patient misses an appointment or cancels call them asap. If you do not reach the patient let them know you will try back in about a week. Repeat a week later if needed. If still no joy, they go on your normal reactivation protocol. If you do reach the patient say something to the effect of:

Scheduling Coordinator (SC): Hello, Mrs. Smith. This is _____ at Dr. [name]'s Dentistry. We had you scheduled for an appointment today at 1:15 and it's 1:30 now. What happened (said in a very light manner)? I thought maybe you might have forgotten or something. I know how hectic things can get. I hope everything is OK.

The patient will likely either say, "Oh gosh, I did have an appointment at 1:15. I'm so sorry," or "I thought my appointment was at 4:15."

Whatever the response, obviously you want to reschedule the patient as soon as feasible.

SC: The doctor (or hygienist) would really like to get you in as soon as possible so that we can continuing getting your gums healthy (or whatever make sense as to the patient's need/condition).

Offer a choice of times:

SC: Can you come in today at 3:30 or would tomorrow at 4:00 be better?

Patient: Tomorrow works.

SC: Great. Then we'll see you at tomorrow at 4:00.

Optional: If no contact within two weeks inform the doctor or hygienist as the doctor or hygienist may want to call the patient which will put more emphasis on the importance of the appointment.

Notes:

For chronic broken appointment patients (three broken appointments or not sorry after the second one) dismiss or only allow them to be on your short call list. Run a missed appointment list each day or week so that you can indicate who should not get an appointment if they call in.

Patients who have shown themselves to be irresponsible with their appointments should not be prescheduled. If you still want them in your practice you can send a reminder card to call the office to schedule an appointment.