

RECALL VERBIAGE:

AS THE PATIENT HAS FIXED UP THEIR LAST ACCOUNT:

Mrs Smith; I will "tentatively" book your 6-month Oral Hygiene appointment now so that gives you priority in our books.

2 weeks prior to that appointment I will give you a call and see if the timing suits your schedule, and then we can move it to suit. This will allow you to always have a priority in our books.

(when making the appointment do not ask too many questions, just book the appointment in at a rough time that does not stress the patient - a day that they may be flexible on. If you make it complicated then the patient will panic, feel locked in and not want to book.)

- **Confirmation time:** When doing your daily confirmation, click 2 weeks ahead and confirm the recalls on that day. Before you make the call, always ensure that you have a 'REASON TO RETURN' so review your notes from your dentist. When you are calling you will follow the verbiage below.

"Good Morning Mrs Smith; it is Summa from My Affordable Dentist's@ Mandurah, I am just calling to remind you that your Oral Hygiene appointment is coming up on the 12th of August at 12pm and Dr Michael is going to review that fracture that you have on the lower right molar. We are all looking forward to seeing you then".

- **What if the patient wants to reschedule?** At this point reschedule a more suitable time is fine, guide the patient with limited options at this point, it will teach the patient the value of their appointment and will also show the patient that our time and surgery is very busy.
- **What if the patient wants to cancel:** The whole idea is that you do not open up the communication so that they have that option, by keeping it short and sweet, making sure that you have a reason to return other than their Oral Hygiene then the patient will think that Dr Michael is concerned and is waiting to see her.
- **What if she chooses to cancel then say the following?**

Mrs Smith; what I will do is put you in the book to call in 2 - 4 - 6 weeks, this will ensure that you will always have priority. I look forward to hearing how you are then.

Move her appointment forward and vary it to her circumstances, but never cancel it, as soon as you cancel it you will lose a connection with that patient and she can easily be lost in the system.

The only patients that we will cancel and do not keep them active in our books are:

- Patients that have passed away.
- Patients that have moved away.
- Patients that go to an alternate dentist.

2% of a patient based (normally the elderly) that prefer an old fashion letter - in saying this they also need to be trained to be receptive to Phone, email or text.

The reason this system needs to be followed with no variations: **The appointment book is ever evolving, when your books become very quiet then it is hard to find out who you have lost, why there are no bookings and who to call to get back in.**