

New Patient Call

Thank you for calling _____, this is _____. How can I help you?

Patient's Reason for Calling: (don't take the bait!)

I can help you with that, who do have the pleasure of speaking with today?

Patient Name: _____

How did you hear about our office? _____

****Edification, be your team's hype-man!**** Circle back to the "bait" question:

Can you tell me more, what makes you think you need (reason for calling) OR What's bringing you in to see the dentist? Is it time for your routine cleaning or are you having any pain/discomfort?

Continue to ask questions as you lead the caller to schedule an appointment.
Be prepared for bait questions and pricing calls.

I would like to invite you into our office to meet our team, do you prefer the morning or afternoon? _____

Great, we have _____ OR _____, what works best?

Now that we've got you scheduled, I'm going to gather some information.

Patient Name: _____

DOB: _____ Phone #: _____

Email: _____

Address: _____

Insurance: _____ Member ID #: _____

Subscriber's Name: _____ Subscriber's DOB: _____

Group #: _____ Name of Employer: _____

Are there any other family members you'd like to schedule for? YES NO

Train your Patients

Reiterate appointment details, what to expect, length of the appointment, what's included and any cost for the patient.

New Patient Paperwork

Confirmation Protocol

