

### **Initial phone greeting:**

"Thank you for calling \_\_\_\_\_. This is \_\_\_\_\_. (How may I help you?)"

### **Scheduling Appointments:**

Dr. \_\_\_\_\_ (or hygienist) can see you for that appointment either (day) \_\_\_\_\_, at (time) \_\_\_\_\_ or (day) \_\_\_\_\_, at (time) \_\_\_\_\_. Which would be most convenient for you?

(After scheduling) "Mr. / Mrs. \_\_\_\_\_, are you available to come in on short notice if we have an opportunity to see you sooner?"

(If yes) "How much lead time would you need to be here, Mr. / Mrs. \_\_\_\_\_?"

### **Confirmation Dialogue**

"Good morning (afternoon), Mr. / Mrs. \_\_\_\_\_. This is \_\_\_\_\_ from \_\_\_\_\_. I was calling to let you know that Dr. \_\_\_\_\_ (or our hygienist, \_\_\_\_\_) is looking forward to seeing you on \_\_\_\_\_ @ \_\_\_\_\_ o'clock for \_\_\_\_\_ (use patient language!). We have reserved (one hour) especially for you, Mr. / Mrs. \_\_\_\_\_ (and have no other patients scheduled at that time). I'm sure this won't be a problem for you, but I wanted to remind you that we do require 24-hours notice to change your appointment (in order to avoid any additional charges to your account). (If leaving message: "Again, Dr. is looking forward to seeing you on \_\_\_\_\_ @ \_\_\_\_\_. Thank you.")

### **Cancellation Dialogue:**

#### **(canceling appointment for first time w/ less than 24-hour notice)**

"Mrs. \_\_\_\_\_, I'm sorry to hear that you won't be able to keep your appointment with (our hygienist) (for whatever reason). I'm going to waive the \$45.00 rescheduling fee for you because I understand that things come up unexpectedly and we really value you as a patient. I'll reschedule that appointment for you, however please understand, Mrs. \_\_\_\_\_, that I don't have the authority to waive this fee a second time."

#### **(failing an appointment for the first time)**

"Mrs. \_\_\_\_\_, this is \_\_\_\_\_ from \_\_\_\_\_. We missed seeing you for your appointment with our hygienist, \_\_\_\_\_ this morning at 9:00. I was calling to make sure everything was alright... Well, Mrs. \_\_\_\_\_, I'm glad everything is okay and I'm going to waive the \$45.00 rescheduling fee for you because I understand that things come up and we really value you as a patient. I'll reschedule that appointment for you, however please understand that I would not have the authority to waive the rescheduling fee a second time."

#### **(canceled or failed several times but absolutely wants to schedule again)**

"Mrs. \_\_\_\_\_, I understand that you've had a hard time keeping these appointments with our hygienist due to your busy schedule. However the \_\_\_\_\_ o'clock appointments that you have reserved are very popular times with our other patients and I have already waived our \$45 rescheduling fee once before. We do want to see you for your appointment and I could reschedule you in one of two ways: We can put your name on our quick-call list and give you a call when we have an unexpected change in our schedule or you can choose to prepay for your appointment to reserve your time with our hygienist. Which would work better for you?"

### **Moving Appointment Forward:**

"Mrs. \_\_\_\_\_, this is \_\_\_\_\_ from \_\_\_\_\_. We have an opportunity to see you earlier to take care of those fillings. Are you able to come in at 10:00 tomorrow?"

### **Recall Dialogue:**

"Good morning (afternoon), Mr. / Mrs. \_\_\_\_\_. This is \_\_\_\_\_ from \_\_\_\_\_. "Doctor \_\_\_\_\_ (or hygienist) has just reviewed your chart, and your last appointment with our hygienist was on \_\_\_\_\_. It's time for your six-month professional cleaning and preventive exam. Our hygienist, \_\_\_\_\_, was concerned about (an area of active infection on your lower right side) and would like to see you soon for your appointment. She could see you for that appointment on \_\_\_\_\_ at \_\_\_\_\_ or \_\_\_\_\_ at \_\_\_\_\_. Which would be more convenient for you?"

### **Pending Treatment Call Dialogue:**

"Good Morning, Mr./Mrs. \_\_\_\_\_. This is \_\_\_\_\_ from \_\_\_\_\_. Dr. \_\_\_\_\_ recently reviewed your chart and asked me to give you a call to see how that tooth on the \_\_\_\_\_ with the \_\_\_\_\_ was doing. He was concerned because we haven't completed the treatment on that tooth yet. Are you experiencing any problems with that tooth?"