

# *Restorative Schedule Repair Kit*

## **LET'S DO THIS!**

### **1. Cancel & No Show Epidemic?**

Write a "No-Show" Policy. Communicate this with the team. Follow the policy with consistency. Create a stronger confirmation system. Communicate the confirmation system with patients at each appointment. Get a commitment from your patient to give you required notice to reschedule when scheduling.

### **2. Dentist Running Behind Schedule?**

Be sure your schedule template fits your practice needs. Is it time to create or redo your block schedule template? If we change nothing, nothing changes!

### **3. No Place To Put New Patients In Schedule?**

Create blocks in your schedule template for new patients each day. Create the schedule you want with the appropriate doctor and assistant time for each. Only fill your blocks with the appointment that block was made for.

### **4. Unable To Fill Scheduling Blocks?**

Track Treatment Presented vs Treatment Scheduled each day. We can only schedule the dollar amount of treatment we see presented each day. Are patients accepting treatment well? Do we need better financial presentations?

### **5. Not Enough New Patients?**

Track new patient calls. How many calls are scheduled? Are team members trained to manage phone calls or is it assumed everyone knows how to do this?

### **6. Unable To Fill Short Notice Reschedules?**

Create a stronger call list and get to know your patients and their schedules. Try to move "like" appointments first. Ask each patient when they schedule if they would like a call should there be a change in the doc's schedule. And if they are available for an appointment sooner.

