

Scheduling Protocol

Protocol: The schedule is meant to flow, we want to continue a smooth flow and see our patients on time; in order to accomplish that, we must follow the scheduling templates and protocols. This gives every patient the best VIP experience we can offer!

How to:

- Never schedule “DR” time next to “DR” time; you will run behind and your patients will be largely affected, their experience will not be what you intended it to be - we want all of our patients time to be valued and we want them to know that. Patients will appreciate that you are taking the other patients around them into consideration when scheduling their appointments.
- Always schedule for what works best for YOUR schedule; the patients will mold their personal schedule around your openings that you offer.
- Ask what works best for their schedule to allow you to search better for them
 - “Alright Joe, we’re ready to get that crown scheduled, now - is there a day or time that typically works best for you during the week?”
 - “Alright Joe, let’s get your deep cleaning on the books, is there a day or a time that typically works best for your schedule?”

- Offer about 2 options, give them “choices” but doesn’t overwhelm their brains
 - “Ok, Joe, Thursdays’ are best for you, I have next Thursday at 8:15am or the following week on the 20th at 2pm. Which would you like?”
- When a patient is pushed out a few weeks to accommodate correctly in YOUR schedule, offer them the ASAP list
 - “We’ve got you all set for 3 wks from now, Joe, on Thursday the 30th at 2pm. I know it’s a few weeks out so what I’ll do is put you on our list for Christina to call you if something comes up sooner on a Thursday, does that work for you?”
- This takes out the guilt that you may feel for not being able to quickly accommodate the patient, allows you to schedule according to your offices’ best format and also gives the front office a list of people to call when there is a short notice cancellation.