thrive Dental

Training Manual

Call Center

The information in this manual will help ensure our practices run as smoothly as possible. They will be updated regularly and therefore should be reviewed often.

As new memos and information become available these manuals will be updated and distributed accordingly.

These job descriptions have been carefully thought out and planned. Job descriptions help avoid miscommunication and frustration in the office. These manuals are viewed as guides and we expect everyone to work as a team. **If you are good enough to work at Thrive you are good enough to handle any task asked of you. Saying “it’s not my job” should never be uttered by our team members**. We pride ourselves on being a team and therefore you must be the best team player possible. We do whatever it takes to support everyone in the office to allow an outstanding patient and staff experience.

We have very high expectations for our team members.

Our employees have an extremely high attendance rating. Many employees have never missed a day of work and they are the ones who advance the highest at Thrive. If you have a serious emergency you **MUST COVER FOR YOURSELF**. Do not burden the managers with having to find someone to fill in for you. You should have a list of fellow employees and call every person on that list to help you during your emergency. Once all avenues are exhausted then you can contact your manager for help in coverage during your absence.

Thrive Standards

Let’s review the Thrive Standards

1. **SERVANT LEADERSHIP**. We are servant leaders who lead with love. We always take the initiative. We care deeply and elevate the people around us.
2. **COMPASSION**. Always show compassion and empathy to patients and one another.
3. **SMILE**. Always. We always answer the phone with a smile. We greet our patients with a smile, and we always call them by their names.
4. **WELL-GROOMED**. We are in a highly professional environment with high standards. We must look the part. This means looking sharp, good hygiene, dressed professionally, and with light makeup and hair done.
5. **POSITIVITY**. Create a positive and family spirit. We are are family! We choose to have a positive attitude and help our team succeed.
6. **HIGHEST STANDARDS**. We insist on only the highest standards. This includes the highest standards of dental care, customer service, professionalism, accountability, promptness.

7. **INTEGRITY**. We do everything with absolute integrity. We do not tolerate dishonesty or violation of HIPPA protocols.

8. **PROMPTNESS**. Promptness is an absolute requirement. No excuses. We want to be prepared ahead of time for our patients' arrival.

9. **TEAMWORK**. We always take the initiative to help our team succeed. If the bathroom needs to be cleaned, clean it. We never say, "that's not my job."

10. **EXPERIENCE**. We do everything in our power to deliver an awesome AWESOME experience for our patients EVERY time. Every team member asks the patient, "How was your experience?" (3 times total)

11. **ASSURANCE**. We comfort dental fears with loving care. We reassure our patients that they are in the best hands. We constantly check in with our patients, showing concern for their comfort and well-being.

12. **COMMUNITY**. We build strong and healthy communities. We serve our communities with love and generosity. Each of us represents the Thrive name. Tell everyone about us!

13. **GROWTH**. Commit to constant growth and learning. At Thrive, we empower each team member to become the servant leader they were created to be.

14. **FUN**. Have fun and dream big!

Table of Contents

CALL CENTER or ANYONE ANSWERING CALLS

A. <u>Job Description</u>

Answering calls and outbound calls can make or break our offices. You are the voice of the office. We can do everything possible to get patients to call but if they are not treated properly when they call they will not show up and we will lose any opportunity to win their trust. You must be proficient in scripts and understanding office scheduling.

B. <u>Opening Duties</u>

If you are located in an office you will help with the floor office checklist

- Lobby is clean and presentable
- Laptop is open and set to “kiosk” mode.
- Music is playing at an appropriate level and the approved playlist
- New patient paperwork is stocked
- Review schedule and determine if there are any deficiencies
- Make sure no offices need your specific attention

<u>C. Time Management and Communication</u>

The daily operations of our offices require meticulous planning and attention. Patients do not want to be in a dental office longer than necessary and it is our responsibility to make sure a patient's visit runs as smoothly as possible.

When looking at the schedule in your office, check today and tomorrow first. Review with front staff the checklist so that all informed consents, copays etc. are in correctly.

It is important for our team members to have excellent communication skills.

Communications among offices should be ideally from **Manager to Manager** to avoid any confusion.

When talking to patients, always let them know the next step and if you are putting them on hold let them know why and never place someone on hold longer than **60 seconds**.

D. Answering Phones

The clinical staff is responsible for making the patients treatment go smoothly therefore they will be the last to answer the calls. The hierarchy of phones calls will be

1. 1st ring - Front desk (call center when we have it)
2. 2nd ring - (same as 1st plus)Treatment coordinators and Office Managers
3. 3rd ring - (same as 1st and 2nd plus) Assistants and hygienists

As previously mentioned phone calls are the lifeblood of our practice. This is how patients initially interact with us and can make or break our offices. If someone behind you in the hierarchy answered the phone and you were not busy then you do not understand how important answering the phones are at Thrive.

Incoming calls should never go beyond 3 rings during office hours.

It is important to answer with a **smile on your face**. Yes, people can sense your mood through the phone and the leadership team listens to most calls.

> ***"Good morning and thank you for calling Thrive Dental. This is _____ how can I help you today?"***

After your standard greeting answer as best as possible. If you do now know the answers for the patient make sure to let them know

If you do not know the answer or need to transfer say this:

> ***"Mrs. Smith I am more than happy to help you. I want to get you the most accurate answer possible so I am going to place you on a brief hold while I transfer you to one of our specialists."***

When **transferring** make sure to place the person in the **Park** position NOT the hold spot. Park will allow others to pick up that line.

Below is a list of Thrive virtues that we expect everyone answering the phone to believe in. You may think these are common sense but they are commonly missed on the calls we listen to.

Thrive Phone Virtues

1. **LISTEN** : Make sure to listen to the patient and DO NOT TALK OVER THEM. Patients want to feel heard and understood so let them explain.
2. **SPEAK CLEARLY:** Remove any gum, drinks, eating, music etc. from your area.
3. **EMPATHETIC**: Patients call in for all sorts of reasons but one of the top reasons is they are in pain. Be empathetic with patients and feel for them like you would family.
4. **IDENTIFY**: Clearly identify who you are, what location you are at and how you can help the patient.
5. **GRATEFUL**: Patients can choose about a million other offices but they chose Thrive. They are paying your bills and we must be grateful for them.
6. **POLITE**: Be more polite than you would think. Call patients by their first and last name or Mrs/Mr. Smith. We typically will do this until patients become long term patients and want us to call them strictly by their first name.
7. **CONFIDENT**: Be confident when talking. Speak up so patients can hear you.
8. **HELPFUL**: You are best seated to help patients. Find a solution for them.

Contrary to our virtues there is also a list of things you never want to say or do.

Thrive Phone “Do not dos”

1. **DO NOT TALK TOO FAST**. You may have said the same thing one thousand times but this is the first time the patient has heard it so talk slowly .

2. **DO NOT BE UNPROFESSIONAL**: It is best to start off overly professional and as we slowly develop rapport with patients they may want us to be more casual but that will likely take several visits and getting to know the patient really well.

3. **DO NOT TALK TOO MUCH**: Be concise when talking to patients. Do not overly explain. Most calls should be only a few minutes long at a maximum.

4. **DO NOT LEAVE PATIENTS ON HOLD**. Do not leave patients on hold or park for more than 60 seconds.

5. **DO NOT ENGAGE**: Patients will call us upset for a variety of reasons that may be out of our control. Be professional and courteous to all patients.

6. **DO NOT TALK ABOUT MONEY**. We do not talk about treatment pricing over the phone except for common cash prices for certain procedures and new patient specials. If a patient would like to talk about their specific treatment plan, have a coordinator discuss it with them.

Confirming appointments/Returning confirmation calls

We are constantly training our patients to be on time. Remember we have a 15 minute courtesy window but a patient is late if they are not there at their exact appointment time.

Confirmation calls are done for the next day and following day. We require the patient to cancel 24 hours in advance or else we will issue a cancellation fee of $35. We never actually give out cancellations fees but we let them know that is our policy.

Remember to enforce our confirmation policy in a nice and encouraging way. Most patients understand and for the 1% that don’t get it at least they will have heard our policy and will think twice before being late.

- Confirm all 2 day out appointments <u>before 10 am</u>. If they have not confirmed by 5 pm they will be moved to the GHOST COLUMN.

- Confirm all appointments for the following day <u>before 10 am</u>. **All appointments require verbal, text, or lighthouse confirmation in order to remain on the schedule.**

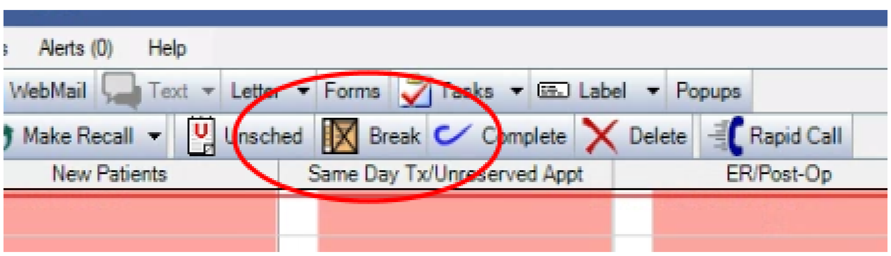
- All appointments not confirmed by 12 pm for the following <u>MUST BE **BROKEN** AND MOVED OFF THE APPOINTMENT SCHEDULE.</u> (Do not delete the appointment)

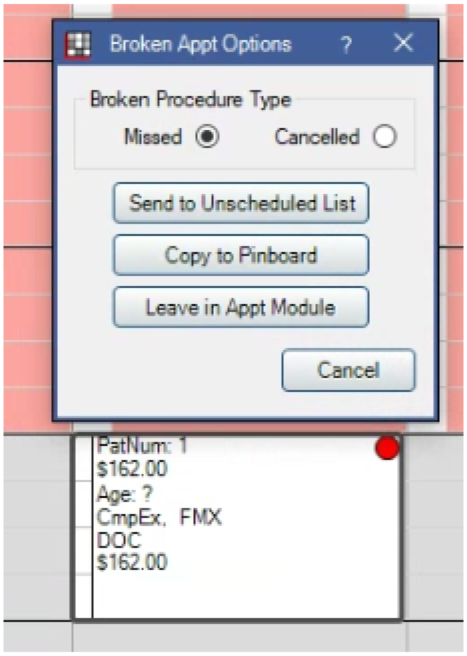
- Text or call all broken appointments by 1 pm for the following day letting them know their appointment has been canceled and to call back to schedule a new appointment.

Make sure to notate all cancellations in their commlog, reason for cancellation and your initials.

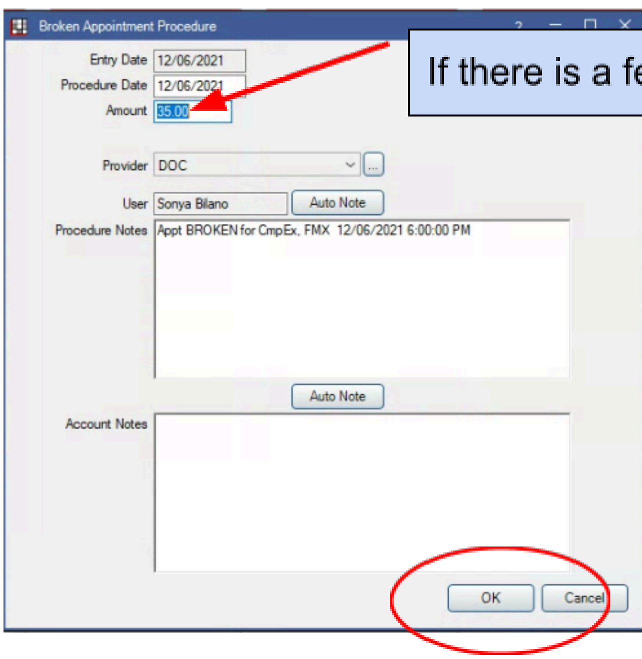
To Break an appointment:

- Click on the symbol on the top of the chart.
- Click “missed” or “cancelled” and “Leave in Appt Module”. This will keep the appointment in the appointment area but still send them to the “broken appointment” list.
- Click next
- Enter why the patient missed and how you tried to remedy the situation and initial.
- If a patient cancels or no shows DO NOT OFFER PRIME TIME APPOINTMENTS which are first thing in the morning or within two hours of closing.
- If breaking an appointment move it off the open hours of the schedule or else the patient will get notified of an appointment change or will think their appointment time still remains.

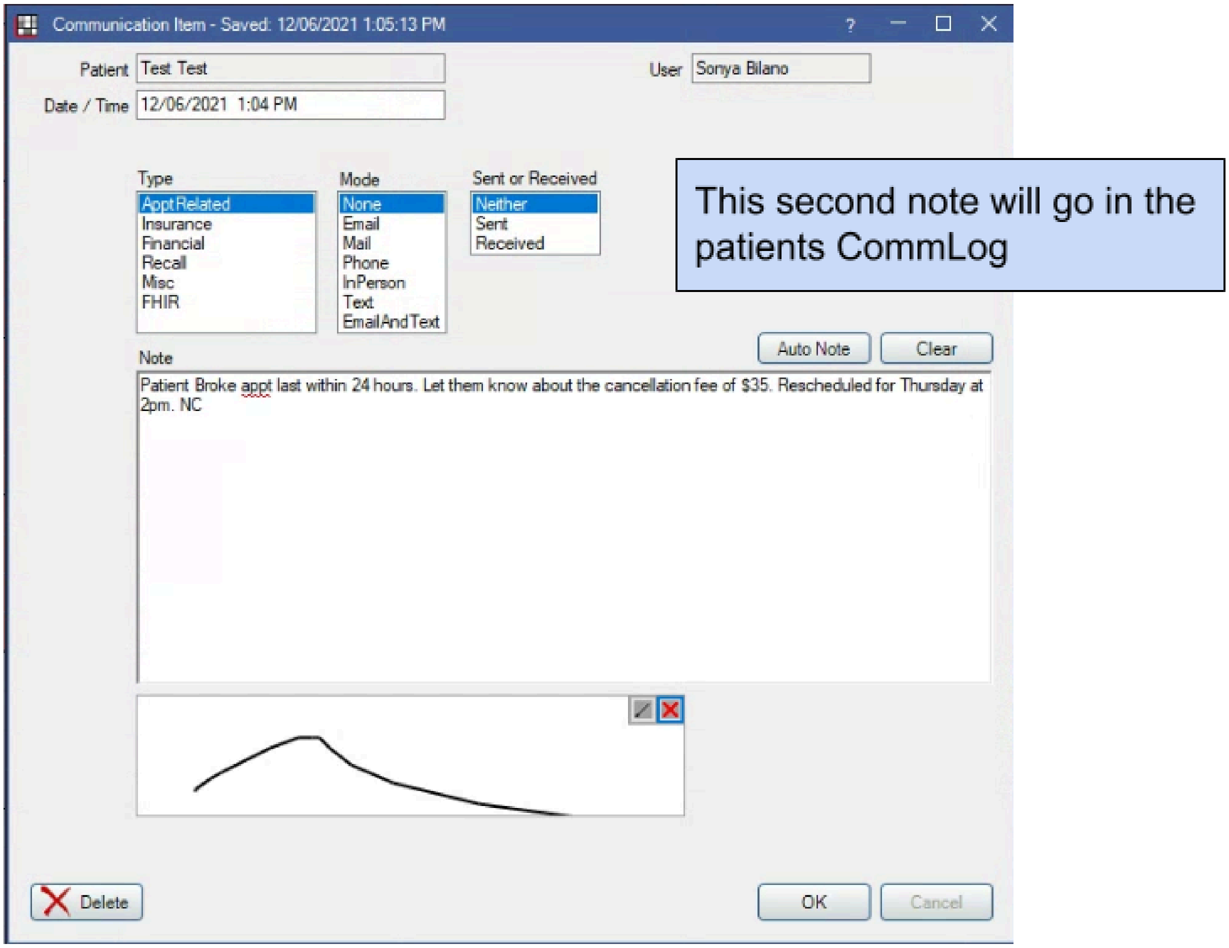




Break appointment and move
It off of the schedule

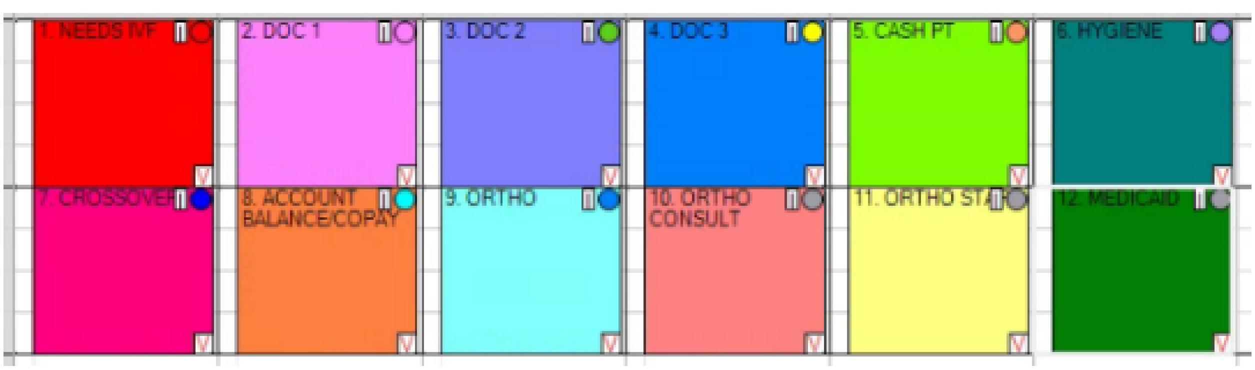


If there is a fee here remove it



Confirmation status

Every office has the same confirmation colors so it is important to familiarize yourself with them.



Color of the **Confirmation Button**
1. Unconfirmed/Not Called
2. Lighthouse Confirmed
3. Office Confirmed

Color of the **Appointment**
1. Needs Insurance to be verified
2. Doctor #1
3. Doctor #2

4. Left Voicemail
5. Arrived
6. Ready to be seated
7. In Room
8. Treatment Plan Ready
9. Texted
10. Appt Completed

4. Doctor #4
5. No insurance/cash patient
6. Hygiene patient
7. Cross over patient
8. Patient has a balance due
9. Ortho Patient
10. Ortho Consult
11. Ortho Start
12. Medicaid Patient

E. Scheduling

The majority of our inbound calls are for scheduling patients. We must remember that they are calling because of our extensive marketing efforts and our excellent patient interactions. If we fail to bring the patient into the office that is a failure on our part. **Our #1 job with nearly every call is to get the patient into the office**.

- Always make the patient feel welcome and scheduling should be stress free. We should do everything in our power to make “the barrier to entry” as low as possible. This means offering great new patient times, calling them back if they do not have the necessary information, calling their doctors office to get radiographs etc. We want the patients only job to fill out paperwork and come into the office
- New patient paperwork can be printed from Thrivedentist.com or they can fill out new patient paperwork online for their specific office. Each office has a specific site for new patient paperwork therefore it is easier for you to text or email them the link for your SPECIFIC OFFICE as the patient is likely to fill out paperwork for a wrong office and we will lose that information.

1. After your initial greeting, ask the patient if they have been seen at one of our locations. If they have been seen at another location it will not show up on your open dental software.
2. Ask them which location is most convenient. We assume if they are directly calling an office that will be most convenient but patients often call the wrong location.
3. Ask them if they have family that go to our office so we can link accounts and may not need as much insurance information.

For every new patient you will need the following:

1. **Patients first and last name.**
2. **Email**
3. **Date of Birth**
4. **Patient’s cell phone number.**
5. **The referral source.**
6. The insurance company information.
7. The patient’s employer, date of birth, social security information (this is needed for insurance and is HIPAA protected)
8. The primary subscribers’ relationship to the patient.
9. The member/subscriber identification number

10. The group number
11. The providers/customer service # from the patient's insurance card
    a. If the patient is not comfortable giving us personal information over the phone let them know to come 45 minutes early to their appointment so we can verify insurance
    b. Also, let the patient know we file insurance as a courtesy to them and in order to do so we need that information or else they will have to pay as a cash only patient.

If you cannot get all of that information at least get 1-5 and book the appointment and **BOOK AN APPOINTMENT**. Ask the patient if you can call back to gather further information. Remind them that if we do not have that information at least 24 hours before their appointment that may extend their appointment time.

If a patient shows up to the office without a full breakdown being complete use all of your ressources to get the necessary information and bring them back to the operatory. You do not need a full breakdown to start x-rays and an exam.

Appointment Types

- New patients: This will be the bulk of patients calling. It is vital we get the patients in ASAP. These patients are the **least likely to wait for appointments** as they have not seen us yet and do not know how amazing we are.
    - **Schedule for 1.5 hours for NP exam and cleanings**

- Cash Patients: They can either be comprehensive exam patients or emergency patients. If they are comprehensive patients let them know the fee (NP exam fee and our Thrive Dental Plan)
    - **Schedule for 1.5 hours for NP exam and cleanings if they want our in house Thrive Plan**

- Emergency patients (limited exam): These are patients in pain. They MUST COME IN SAME DAY. There are no exceptions to this rule. Likely we will just take a PA and panorex and give them medication or offer treatment depending on schedule/doctor. Emergency patients WILL GO TO ANOTHER OFFICE IF WE CANNOT SCHEDULE THEM SAME DAY.
    - **Schedule 60 minutes for emergency (limited) exam**

- Periodic Exam (“regular check ups”): These exams are offered in conjunction with a prophy (“regular cleaning”) or a periodontal maintenance (cleanings that are done after an Scaling Root Planing SRP).
    - Always check the patient's treatment to determine if they are a prophy or perio maintenance.

    - When scheduling a periodic exam ALWAYS CHECK THE TREATMENT PLAN for any unscheduled treatment. There are so many patients who are scheduled for a “regular check up” who didn’t know they have pending treatment.
    - Encourage the patient to get treatment done this visit as they will already be in the office.
        - **Schedule 45 minutes for periodic exams.**

- Consultations: These are typically orthodontic exams. Orthodontic exams can only be given on days where there is an orthodontist at the office.
    - Reinforce to orthodontic patients that they likely can start the same day and our typical down payment is $399 but the treatment coordinator will go through all pricing with them before they start.
        - **Schedule 30 minutes for orthodontic exams.**

- Periodontal maintenance (Perio maintenance): Scheduled for patients who have undergone deep cleanings. They are typically on a shorter interval than prophy patients (3-4 months).
    - These visits are scheduled with a periodic exam.
    - Check to see there is not other treatment pending. If there is encourage the patient to get further treatment at this appointment.
        - **Schedule 45 minutes for a perio maintenance.**

- Prophy (regular cleaning): These are typically easier cleanings that are done every 6 months.
    - This procedure is scheduled with a periodic exam.
    - Verify there is no other treatment needed for the patient and if there is encourage same day treatment.
        - **Schedule 30 minutes for prophy patients.**

- Composite fillings: This is what most people would call fillings.
    - **1-4 fillings should be scheduled for an hour.**
    - **4 or more fillings scheduled for 90 minutes.**

- Porcelain crowns (crown/cap): Crowns are put on teeth that have more extensive decay or are poorly shaped.
    - FYI we never use silver/mercury/amalgam fillings are our offices.
    - Crowns typically take two visits. The first visit is to prepare the tooth and take an impression which gets sent to the lab. We typically also do a buildup (BU) that visit as teeth are broken down too much and need to be built up so the crown can grab onto more tooth structure. The patient will leave with a temporary that looks similar to the final restoration but is not nearly as strong.

        - The second seating visit is typically 2 weeks later. Do not schedule this appointment without first having confirmation that the crown has been received and checked by the doctor.
        - Schedule 30 minutes for crown seating (doctor time is usually minimal this visit)
        - **1-2 crowns should be schedule for 60 minutes**
        - **3-4 crowns should be scheduled for 90 minutes.**
        - 5 or more crowns consult with doctor and manager.

- Root canals (RCT/root canal treatment): This is the removal of the nerve and blood vessels in the tooth. This is typically scheduled with a crown and build up.
    - **Schedule 90 minutes for the RCT**
    - Do not schedule root canals at the end of the day.

Thrive Scheduling standards

- Direct the patient to the appointment times you want to fill. Saturdays and evening times are easiest to fill so use those only as a last resort.
- Do not schedule a large treatment for the end of the day. Try to do these first thing in the morning.
- We have lunch scheduled at our offices but we typically have enough assistants and staff to have patients come at any time and have staff stagger lunches.
- Be mindful of the schedule as a single doctor cannot be in multiple locations at once. If the doctor has treatment, do not book the same treatment at the same time.
- Think of doctor time. Even if a crown is scheduled for an hour the doctor will likely only be in the operatory for a combined maximum of 20 minutes.

F. Appointment Notes and Flags

- Generally you will be writing most of your notes in the CommLog. This can be accessed by anyone. Make sure when writing notes to add your initials and a detailed description.
- Popups can be added to a patient chart if there is something we need to be aware of at every visit. This could be anything from a medical issue, patient issues etc.
    - In general use this less frequently as it tends to get overlooked.

G. Maintain a full schedule

Scheduling is one of the most important aspects of a dental office. We cannot pay bills, give promotions, give bonuses etc., without filling the chairs. When a new patient calls in they must schedule an appointment. If they do not schedule we have failed and likely have wasted a lot of marketing dollars. We need to get the patients into the office to show them how amazing Thrive is.

Scheduling resources

- Unscheduled appointments (broken appointments)
- ASAP list

- Recall appointments (perio maintenance and prophy)
- Unscheduled treatment
    - MVP list

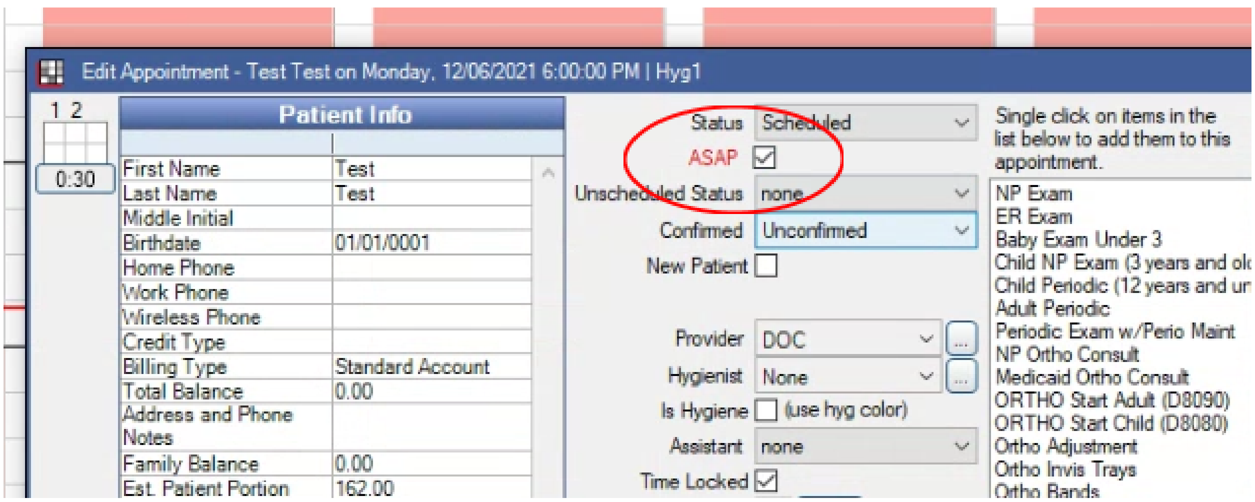
These lists should be worked on DAILY to fill our schedules.

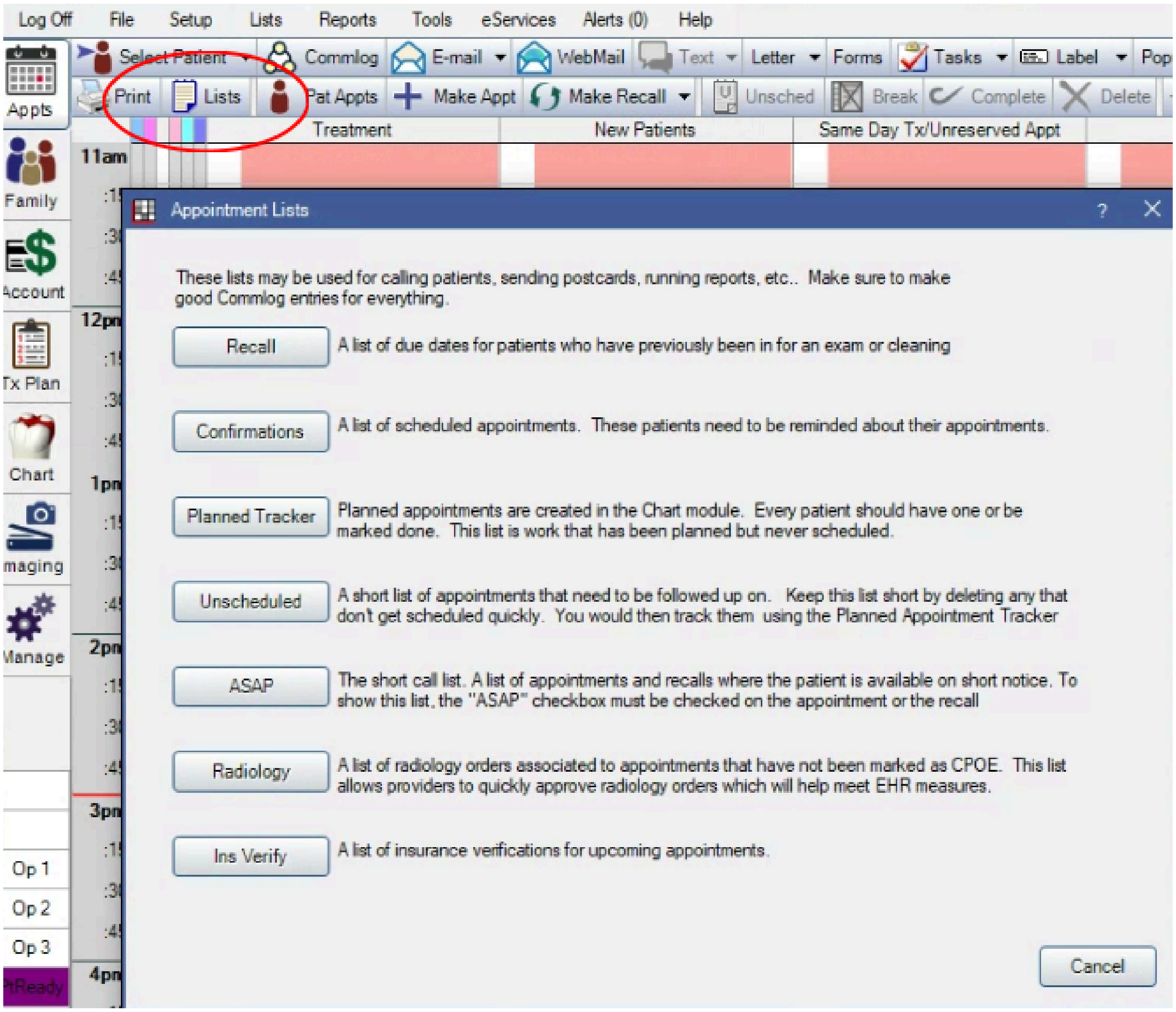
ASAP list

These are patients that want to get in ASAP and for whatever reason we were not able to accommodate them at this time. These are NOT MVP patients rather they are patients who want to get in as soon as possible for a certain procedure.

You can add someone to the ASAP list in their appointment module.

To access the ASAP list and Recall list right click the “Lists” in the appointment module.





MVP Patients

These are patients you call last minute to fill a broken appointment, last-minute openings, etc. You can pull these names from any number of lists (recall, broken appointments, pending treatment, etc.)

These patients are vital to filling up the schedule so we want to treat them like a true MVP.

We will offer them **$200 off their patient portion** if they can come in at the specific day and time you are trying to fill. You call these patients 1-2 days before the appointment to fill gaps in the schedule. You are NOT calling these patients a week or two in advance to fill the gaps in the schedule.

The whole idea of these patients is that they are helping fill last-minute gaps in the schedule so the doctor can be productive instead of sitting on their hands doing nothing.

> ***"Hi Mrs. Smith this is ______ from Thrive Dental in ______ (city). I'm calling to offer you a chance to be our MVP patient. If you could fill the opening I have at _______ we will give you a $200 credit towards your treatment. In order to receive this MVP offering you simply help us fill our schedule (Today or Tomorrow) in one of our short notice appointments."***

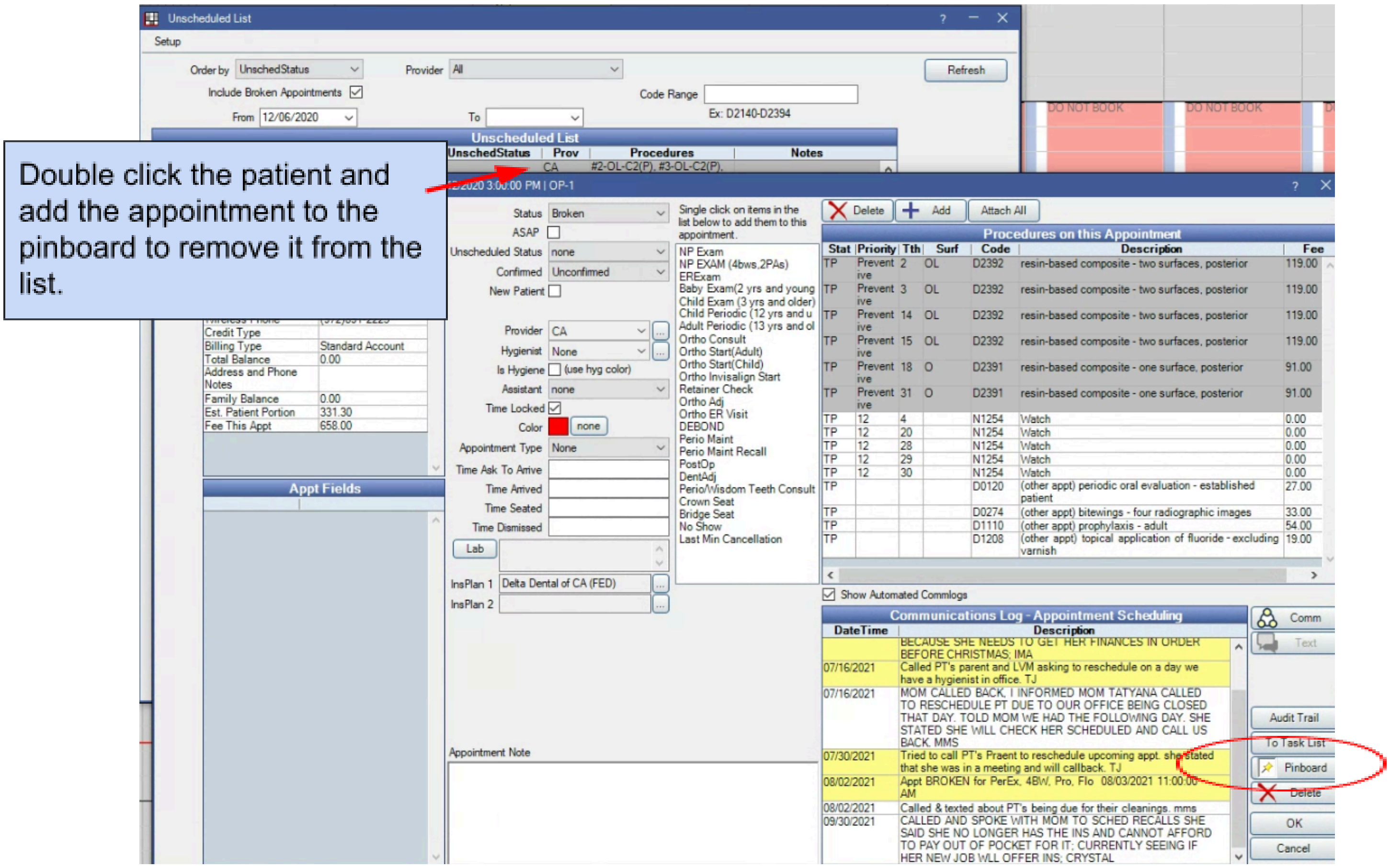
Broken Appointments list / Unscheduled

You can contact these patients as they had an appointment but either did not show or missed the appointment for one reason or another.

Keep in mind these patients already missed one appointment and therefore may not be extremely reliable.

To access this list go to "Lists" and "Unscheduled"

- Click on the "Include Broken Appointments"
- Change the date range.
- When scheduling from this list make sure to "Pinboard" this appointment.
    - Adding this appointment to the "Pinboard" will remove it from the Broken and Unscheduled list. If we do not do this then the list will never get smaller.



Guidelines to Clear Broken/Unscheduled List

This list should be worked on daily and names removed periodically. This list is likely to grow as the practice grows but we want to eliminate patients who show no likelihood of coming in.

1. **Left messages**: Document in the CommLog. Attempt two weeks later. If there is still no response then remove them from the list.
2. **Wrong contact information**: If the information is missing or incorrect then remove the patient.
3. **Patient does not want to come in**: This could be for a variety of issues but likely due to insurance, finances, etc. We can remove them from the list so we do not contact them and if they want us to contact them next year we can tentatively schedule them in a ghost column as a reminder. As always, notate any communication in the CommLog.

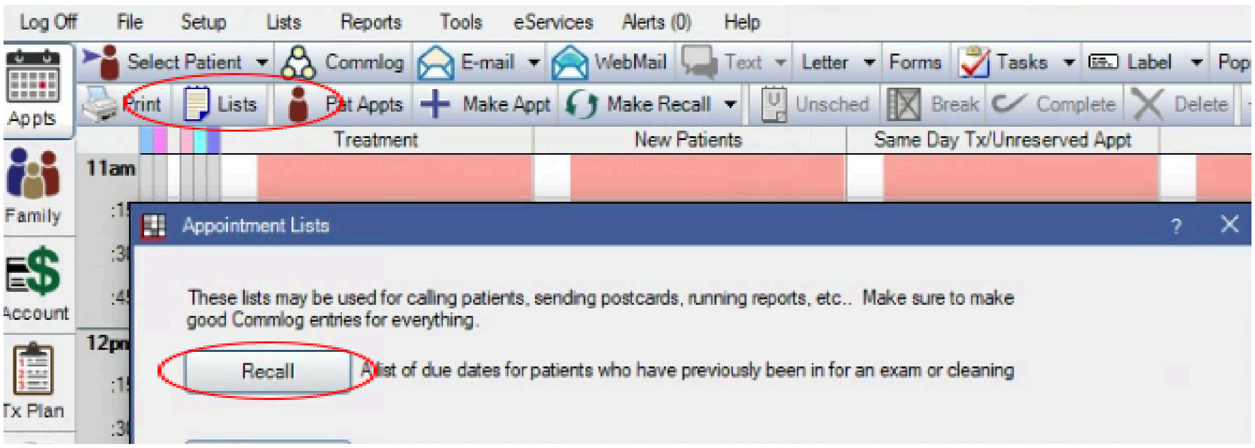
To remove a patient from the list simply right click their name and “delete”.

Recall Reminders:

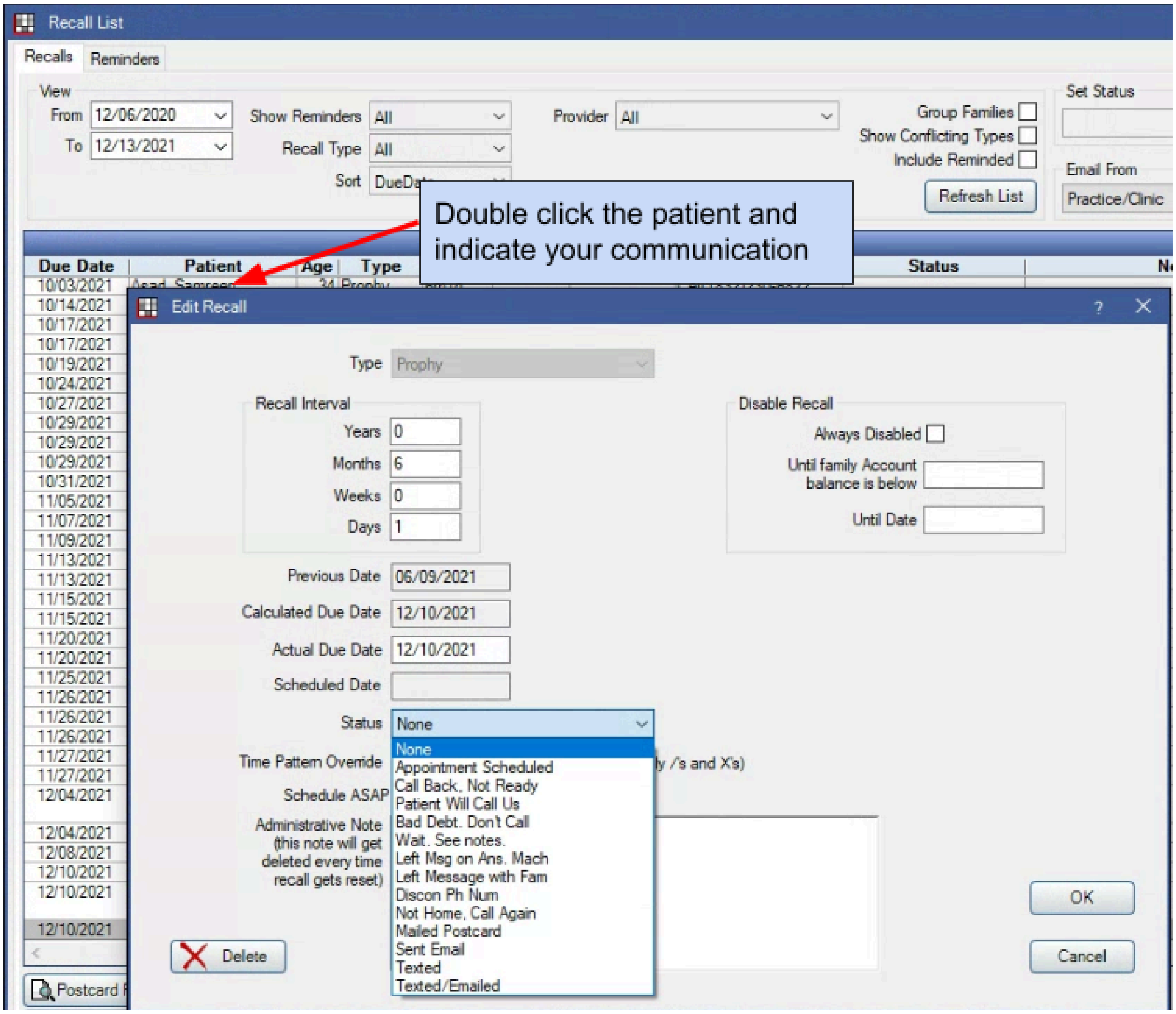
Recalls are great ways to get patients back into the chair. Everyone wants clean teeth and when they are at the office they are more likely to have treatment completed.

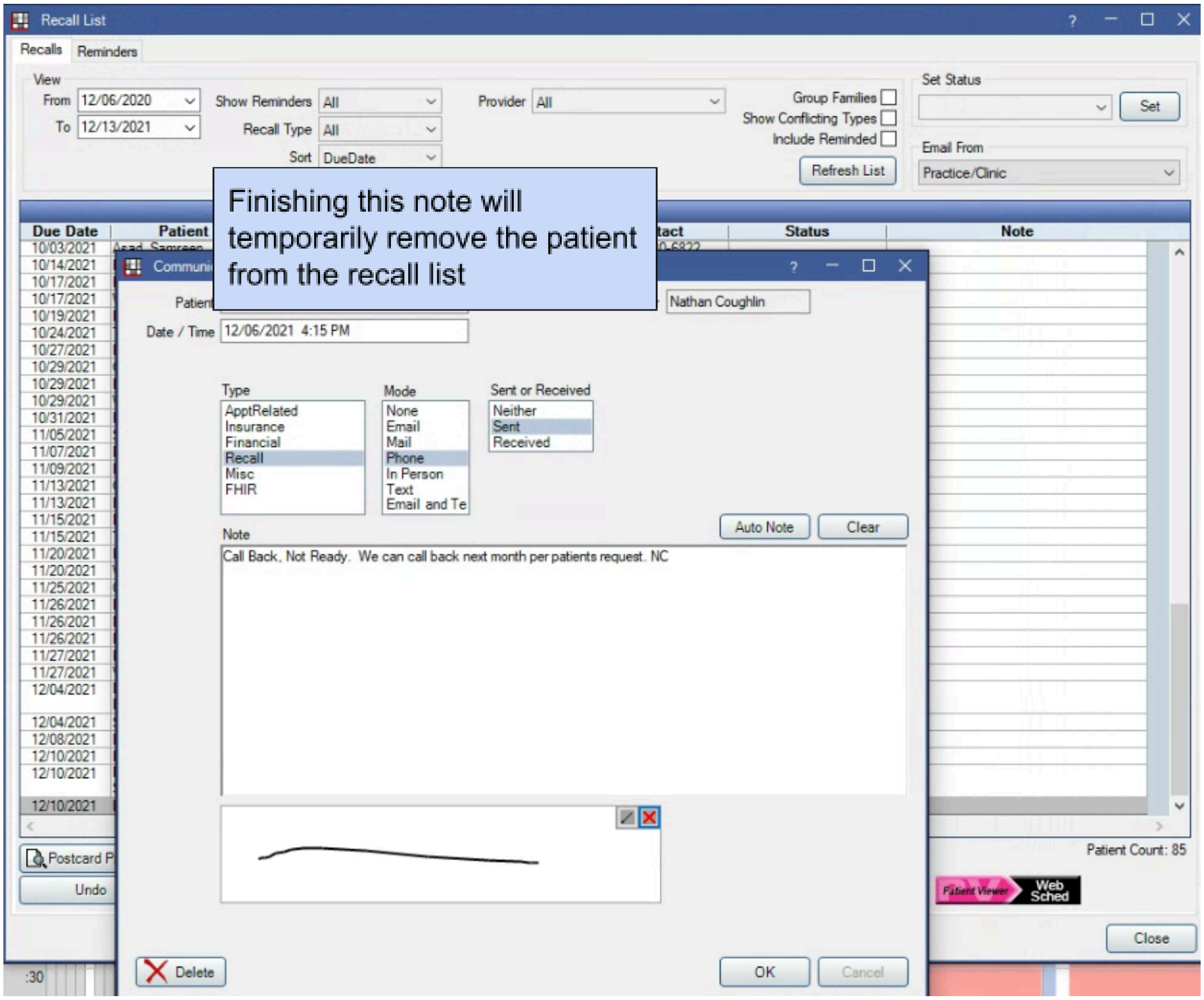
When booking a periodontal maintenance or 6 month recall look at the patient's chart to determine if they have treatment pending. This is a great opportunity for you to book a recall appointment along with treatment.

Recall appointments can be accessed from the same List area as unscheduled treatment. You can modify dates/types as needed.



- Once you select a patient be sure to mark a response so they can be removed from the list. This will help make the list smaller.
    - Once removed the patient will be added again in the future unless they have a recall appointment.


Recall List
Recalls
Reminders
View
From 12/06/2020
To 12/13/2021
Show Reminders All
Recall Type All
Sort DueDate
Provider All
Group Families
Show Conflicting Types
Include Reminded
Refresh List
Set Status
Email From
Practice/Clinic
Double click the patient and indicate your communication
Due Date
Patient
Age
Type
Status
Edit Recall
Type Prophy
Recall Interval
Years 0
Months 6
Weeks 0
Days 1
Disable Recall
Always Disabled
Until family Account balance is below
Until Date
Previous Date 06/09/2021
Calculated Due Date 12/10/2021
Actual Due Date 12/10/2021
Scheduled Date
Status None
None
Appointment Scheduled
Call Back, Not Ready
Patient Will Call Us
Bad Debt. Don't Call
Wait. See notes.
Left Msg on Ans. Mach
Left Message with Fam
Discon Ph Num
Not Home, Call Again
Mailed Postcard
Sent Email
Texted
Texted/Emailed
Time Pattern Override
Schedule ASAP
Administrative Note (this note will get deleted every time recall gets reset)
Delete
OK
Cancel

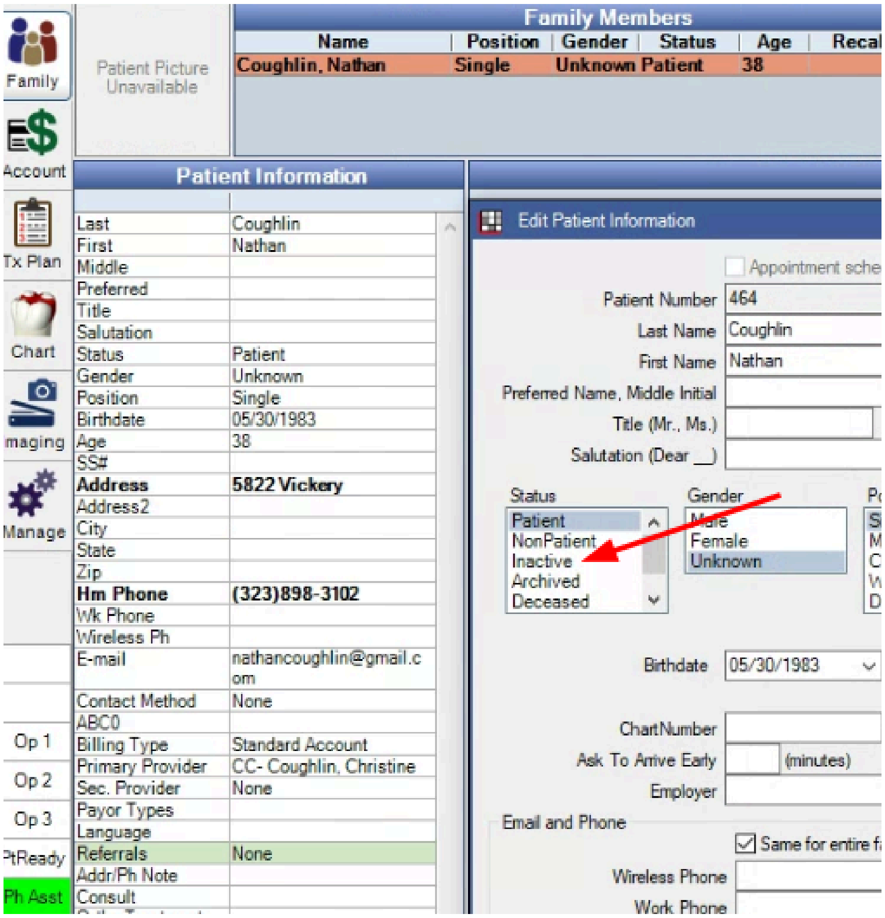


- Once a note is left in their CommLog they will be removed from the Recall List for a period of time.

Inactivate patients:

If a patient has told us they have moved or is no longer coming to our office mark them as inactive so we no longer contact them

- To do this go to the patient's chart, double click the patient's information and mark them as inactive.



General Notes:

Look at a patient's chart before calling him or her. They may already have an appointment,changed offices, been contacted many times etc. You should have a good knowledge of their chart before calling.

H. End of Day Duties

- Review schedule for the following day. Address any insurance, copay and appointment issues
- Return all patient calls
- Answer remaining emails for the day
- Assist from office in cleaning and finishing EOD if at that location
- Have the manager sign your daily tracking sheet.

I.Verbals/Scripts

Confirming Appointments

> ***"Good Morning Mrs. Smith, thank you for returning my call. I have you confirmed for a new patient exam at 2 pm on _______ at our _______ (city) location. I can text you the link for our new patient paperwork. If you could fill this information out before your arrival that will speed up your check in process. Great, we look forward to seeing you Thursday at 2 pm."***
>
> Each office has a specific link for their paperwork therefore do not just direct them to our website as they will likely get confused and fill out paperwork that may go to the wrong office.

Cancellations

> "***Mrs. Smith, is there any way I can help you keep that appointment today. Dr. ____ had that time reserved just for you. We can see you a little earlier or later to help accommodate your schedule."***

If a patient keeps the appointment, thank them and tell them you will see them shortly.

If the patient still cancels their appointment make sure to not give them any prime time appointments such as Saturdays, first thing in the morning and last few appointments of the day.

Notate in their commlog the cancellation reason and if it was less than a 24 hour notice.

Gently remind them of our cancellation policy and that they will be charged $35 as we require a 24 hour cancellation notice. If this is their first time let them know you will waive the charge one time as a courtesy.

Complimentary Whitening:

> ***"The complimentary whitening includes custom trays and one whitening gel syringe. It should get you 1-2 shades whiter with 3 days or so of treatment. We recommend putting a tiny amount of gel into each tooth and wearing the trays for 45 minutes a day. If you are not sensitive you can leave them for up to one hour.***
> ***You can purchase additional whitening gel for $20 each or you can give us a five star review on any platform such as Google, Bing, Yahoo, Facebook, Yelp,***

etc. and we will give an additional syringe for each review. 3 reviews will get you 3 additional syringes! (we max out at 3)
Also, you will get a new syringe at your next recall exam.
We take our customer service seriously so if anyone made your visit exceptionally good we would love for you to mention their name. Thank you and have a great day!"

Questions regarding billing

Most patients do not understand their EOB (explanation of benefits). It is very complicated and usually arrives at the patient's house 2 weeks before the office gets it. The EOB may not match up to what we have offered the patient and many times they will be paying a lot less then what their EOB states so the patient is confused.

Make sure to reference the treatment plan that was scanned into the patient's chart for all billing questions as they should be clearly marked their.

If it is a question you cannot easily answer, have them direct the question to the manager.

If you do not know the answer do not make it up. Nothing is worse than you telling them something that is not correct and the manager having to reconcile any mistakes that were said.

Patient has pain after dental treatment

If the patient has pain after a dental treatment they can get upset. They do not understand the intricacies of treatment and that the teeth may be sore after we removed excessive cavities. You can offer a kind explanation and reassure them you will find a solution.

Remember whenever a patient is in pain show empathy and comfort them! Let them know you will help them find a solution and because you are not the treating dentist you may not have the solution but we can bring them in to have the doctor take a look at them.

Mrs. Smith I'm sorry you are having pain. Let's get you in to see Dr. ____ as she is an excellent doctor and I'm sure she can help find a solution. A lot of times it's something as simple as a bite adjustment but there is no way to tell for sure unless we see you. Are you available to come in today at ______?

This will work for the vast majority of patients. Something to keep in mind is that even the best doctors cannot really diagnose over the phone so they will need to see the patient. But, If the patient absolutely insists on talking to the doctor, inform the treating doctor and have them call the patient ASAP.

It is vital for us to treat these patients quickly as no one wants to be in pain and they associate the pain with our office. Make sure to notate the conversation in the CommLog.

MVP Patients

These are patients you call last minute to fill a broken appointment, last-minute openings, etc. You can pull these names from any number of lists (recall, broken appointments, pending treatment, etc.)

These patients are vital to filling up the schedule so we want to treat them like a true MVP.

We will offer them **$200 off their patient portion** if they can come in at the specific day and time you are trying to fill. You call these patients 1-2 days before the appointment to fill gaps in the schedule. You are NOT calling these patients a week or two in advance to fill the gaps in the schedule.

The whole idea of these patients is that they are helping fill last-minute gaps in the schedule so the doctor can be productive instead of sitting on their hands doing nothing.

> ***"Hi Mrs. Smith this is ______ from Thrive Dental in ______ (city). I'm calling to offer you a chance to be our MVP patient. If you could fill the opening I have at _______ we will give you a $200 credit towards your treatment. In order to receive this MVP offering you simply help us fill our schedule (Today or Tomorrow) in one of our short notice appointments."***

Overall scripts

If you do not have the answer to a patient's question do not make one up. Simply let the patient know you will find a solution and either get someone who can help them or take a message.

> ***"Mrs. Smith, I am more than happy to help you. I want to get you the most accurate answer possible so I am going to place you on a brief hold while I transfer you to one of our specialists."***