

7 Phone Process Strategies to Implement as Your Dental Practice Reopens

Below are seven key phone process strategies to strategically put into practice as you begin to see your patients regularly.

1

QUICKLY CONNECT PATIENTS TO SOMEONE WHO CAN HELP

- Verify that callers are being routed appropriately
- Staff your office appropriately to handle call volume

2

CALL BACK ALL MISSED OPPORTUNITIES DURING CLOSURE

- Promptly call back all missed patient calls
- Reschedule all missed non-emergency appointments

3

PRIORITIZE HIGH-VALUE PROCEDURES AND TREATMENTS

- Double down on patients who are booking high-value procedures
- Be selective when it comes to your limited calendar

4

EXTEND YOUR SCHEDULE TO AFTER-HOURS AND WEEKENDS

- Patients will have other obligations vying for their attention
- Open your schedule outside of normal hours to meet demand

5

SET CLEAR EXPECTATIONS FOR THE APPOINTMENT

- Let patients know what has changed coming out of COVID-19
- *Should patients wait in their cars? Will appointments take longer?*

6

INFORM PATIENTS OF HOW YOU ARE PROTECTING THEIR SAFETY

- Inform patients of the safety precautions your office has taken
- *Have you invested in PPE? Ramped up cleaning? Staggered schedules?*

7

HONE IN ON BASIC PHONE HANDLING AND SCHEDULING SKILLS

- Prioritize each and every patient phone call
- Stay focused on guiding patients to an optimal call outcome

If you have questions or would like to talk further about your practice's phone process strategies with a Call Box Specialist, call 214-446-7867 or email content@callbox.com.