

Phone Calls

- **Answering a phone call:**

Thank you for calling Dental Boutique, xxx speaking, how may I help you?

- **Confirming a patient's booking:**

Perfect! I will go ahead and confirm that booking for you now. We look forward to seeing you then.

- **Patient requesting to change an appointment:**

Not a problem at all. Let me help you change the appointment.

What day and time would suit you best to reschedule to?

(*reschedule appointment to new convenient time for patient, always try and accommodate patient preferred time and day! Just get the patient in!

If patient is in pain/ issues with temps/wants to be seen asap, book them in and make it work for the patient on the day/or preferred day)

(*never say we are fully booked that day!! Book pt in and make it work)

Great! That's been rebooked for you. We look forward to seeing you then!

- **If patient requests day and time to be seen but Dentist is not in/away on holidays:**

Dr xxx's next available time is xxxday and xxxtime.

Would this be suitable for you? (*never say that the dentist is away on holidays!!)

If a patient needs an emergency appointment and a Dentist is not available, transfer to Joe reception to coordinate.

- **If a patient asks about our preferred providers:**

Our preferred provider is CBHS, however we do see a lot of patients with the same insurer as you and choose to come to our practice for the very best care and advice.

- **If a patient asks with we are not HCF preferred provider any longer:**

HCF has opened their own dental clinics and so Dental Boutique is no longer a preferred provider as they see us as competition, however we do still see a lot of HCF patients who still choose to come to our practice for the very best care and advice.

- **Patient requesting to cancel an appointment - 3x attempts to keep appointment:**

If a patient has called on the day of appointment to cancel: Is there anything I can do to help you keep your appointment for today?

If Yes - organize with patient on the phone to come in earlier or later accordingly to Dentist schedule to help keep appointment on the day so that we can still see them.

ATTEMPT 1) If No - Being understanding and ask the patient when they would like to reschedule their appointment for.

I understand. When would you like to reschedule your appointment for?

(*book appointment for new time and date)

ATTEMPT 2) If patient says they will call back/check their diary/need to check their schedule - encourage patient to book in a tentative time with us.

I would recommend to book in a tentative time with us as our appointment book does book out 3-4 weeks in advance. If this time in no longer suits closer to the date, please feel free to give us a call and we will help you organise another suitable time.

How does this sound? I can offer X date and X time.

ATTEMPT 3) Let's lock in a tentative time...Remind patient that they will get 1 week reminder message and 1-2

confirmation messages.

If patient does not want to rebook at all - get feedback about their last visit with us.

Just curious, how did everything go during your last visit with us?

Is there a reason you would like to not rebook with us?

I would really appreciate any feedback you may have for us.

(*Try and manage feedback on the call.)

If you are unsure about how to handle feedback - pass on feedback to FOH Manager and let the patient know you will get back to them with a solution.)

(*Always use cancellation fast note to log call)

It is important to take control of the call and help the patient keep the appointment or make another appointment immediately.

Always avoid your patient cancelling with no next step and no appointment.

- **Patient unsure about parking or finding us:**

Have you heard of suburbs such as Kew, Camberwell or Doncaster? (*assume Yes*) Best to park in our 2-hour street parking or under our building in our reserved patient parking bays off Creswick Street.

(*if patient is very unsure of our location*) - We are across the road from Town and Country Cafe, if you would like to type this into your Google maps instead of our location? This might be an easier way to find us!

Temp veneers

- **Regarding feel and look of them;**

If ftp/smile review is booked: Thank you xxx for letting me know. Your feedback is definitely important to us. I see that you are booked for a review with Dr xxx. I will make a note of your concerns, however Dr xxx will be able to adjust your temporary veneers to how you would like them on your next appointment when you come in for a review.

In the meantime, make a list of all changes you would like to make and we can make these changes for you when you are next in. Rest assured, we want you to be completely happy with your end result so we will make all desired changes for you.

If they have had their ftp/smile review: Thank you xxx for letting me know. I can see you have already had a smile review with your Dentist. Is this correct?

What don't you like about your temporary veneers since the review?

I would definitely recommend to come back into the practice for a second smile review so that we can ensure you are completely happy with your new smile and end result.

Is there a time/date that works best for you to come in for this second review?

Alternatively, I can organise a phone call with your Dentist to discuss these changes further. What would work best for you?

- **Regarding chipped or broken temps:**

Thank you for letting us know - the temporary veneers are susceptible to chipping and breaking off. This is normal as they are only temporaries, however rest assured this will not happen with your final permanent veneers. We can adjust them for you at anytime (takes 10-20 mins). Would you like to come in today to have them adjusted? There is no fees to having them adjusted.

- **Regarding swelling/ tenderness post treatment:**

Thank you for letting us know. Swelling and tenderness is normal post temporary veneer treatment. I would recommend to use warm salt rinses min. 3x times a day or as much as possible to help to heal the swelling and tenderness. You may like to take some Panadol also to help also. If the swelling and tenderness does not improve in the next 48-72 hours, please give us a call so we can help you further.

If patient is saying they are in A LOT of pain or they have blisters/very sore/ red gums (anything worse than

swelling/tenderness): ask the patient to send us through a photo and then ask the Dentist to give them a call on the day.

Thank you for letting us know. Is it possible for you to send across some photos of the area/teeth to xxxx xxx xxx number and I'll ask your Dentist to review the photos and give you a call for reassurance that everything is okay? Things are sounding quite normal, however I think it's best if your Dentist calls you to see how can help you further. Would this be okay?

Invisalign

- **refinements - trays (when a patient calls to see if their aligners have arrived)**

If Yes: Thank you for the call xxx. Your next set of aligners have arrived which is amazing! I can see you are booked for xxx date and xxx time. Would you like me to see if I have anything available sooner so that you can collect these aligners earlier?

If No: Thank you for the call xxx. Your aligners are yet to arrive, however as soon as they arrive, we can give you a call and bring your appointment forward? Would this be okay with you? We will definitely keep you updated as soon as they arrive!

- **moving appt forward when aligners have arrived:**

Invisalign start appt: Hi xxx, this is xxx from Dental Boutique. I am giving you a quick courtesy call to let you know your Invisalign aligners have arrived earlier than expected which is very exciting! We have you scheduled in for xxx date and xxx time. Would you like to come in to get started with your Invisalign treatment sooner?

Refinement aligners appts: Hi xxx, this is xxx from Dental Boutique. I am giving you a quick courtesy call to let you know your next set of Invisalign aligners have arrived earlier than expected - which is amazing! I can see you are booked for xxx date and xxx time. Would you like to come in sooner to collect these aligners?

- **lost trays:**

One tray: Thank you for the call. These things happen and is very common! I would recommend to move onto the next aligner and use your chewy to ensure it is fitting well and to adjust the fit, then continue with your next aligners from there. Give this a go - and then let me know if it doesn't fit well so we can see what else we can for you?

Whole set of trays: Thank you for the call. Oh no! How did you lose your aligners? **(*show empathy)** I will have to let your Dentist know and get back to you with what we can do for you. Would this be okay?

(*case by case scenario about what can be done - need to discuss with Dentist)

(*If patient would like you to post out aligners to their address - need to check with Dentist first if this is okay, pending their current treatment stage and what their next steps are. Please do not send out aligners without approval from Dentist. This also relates to night splints/ retainers and whitening trays. The fee to post out to patients is \$10 payable upfront before posting out - item code #997)

If a patient wants to speak to the Dentist

- **If the Dentist is on lunch/doesn't have a pt:** Sure - that's absolutely no problems. May I ask what it was in regards too? I will pass you directly onto Dr xxx and they will definitely be able to assist you with that. **(*pass on phone call directly to the Dentist)**

- **If Dentist is currently in treatment:** Sure - that's absolutely no problems. May I ask what it was in regards too? Your Dentist is currently in treatment, however your phone call is important to us. Would it be okay if they give you a call back by the end of the day around xxx time? Your Dentist is definitely the best person to speak to regarding xxx. **(*make a note in Dentist book as a break to call back patient with patient name +log the call in d4w + makes notes on what the phone call is expected to be about/regarding)**

