

# DENTAL BOUTIQUE

Cosmetic dentistry, reimagined

# FRONT OF HOUSE 1

- Welcoming patients to Dental Boutique
  - Smile, Warmth, Bubbly
- Ensuring patients have secured parking
- Making patients feel comfortable
  - Water, Juice, Coffee etc
- Ensuring patients have filled in relevant paper work ahead of appointment



# FRONT OF HOUSE 2

- Payment or allocation of account
- Ensuring the patient had a great experience
  - Documenting feedback
- Scheduling or confirming next appointment(s)
- Phone calls
- Google Reviews



# FRONT OF HOUSE 3

- Confirmations
- Banking
- Overflow phone calls



# WE MAKE OUR PATIENTS FEEL SPECIAL

## NEW PATIENT JOURNEY

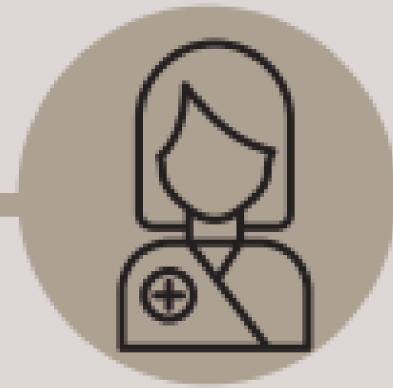


# WE MAKE OUR PATIENTS FEEL SPECIAL

## PATIENTS FIRST VISIT



Patient attends and is greeted by patient concierge, offered water or juice. Given relevant forms and then shown around clinic before being seated in waiting area.



Dental Assistant collects patient from the lounge with a warm greeting and introduction. They are ushered to the surgery where they are greeted by the Dentist.



The dentist completes a Comprehensive dental examination and explanation of findings. These include a soft tissue and gum check, oral cancer check, bite analysis, a series of dental photographs. The patient is then able to ask the dentist about any questions you may have about our treatments.



Patient is then introduced and meets with their patient consultant who will create a personalised treatment plan, organise the appointments and finance options if required.



Checkout is completed by front office coordinator (FOC). FOC gets feedback to ensure there is no uncertainty and concerns from the patient. If there is, clarify and find a solution to ensure the patient is happy before they leave.

# WE MAKE OUR PATIENTS FEEL SPECIAL APPOINTMENT JOURNEY



*"They may forget what you said, but they never forget how you made them feel"*

*Maya Angelou*