

STOP LOSING MONEY WITH NO SHOWS

3 TECHNIQUES TO QUICKLY FILL CANCELLED APPOINTMENTS

IN THIS DOCUMENT WE'RE GOING TO SHOW YOU HOW TO ACHIEVE THE FOLLOWING GOALS:

1 Pre-qualify patients by asking for their insurance information over the phone

TO MINIMIZE PAPERWORK AND ENSURE PATIENT KNOWS WHAT KIND OF COVERAGE THEY HAVE.

2 Ask if they would like to be added to the Waitlist and be notified if an appointment opens up sooner

TO ENSURE THEY DON'T LOOK ELSEWHERE.

3 If/when a patient cancels their appointment, use the Waitlist to fill the open slot

TO MAXIMIZE CHAIR TIME.

PHONE RINGS

"Good morning/afternoon, thank you for calling (*Business Name*)! My name is (*Associate Name*), how may I help you today?"

NEW PATIENT INCOMING CALL

- 1** Ask the patient scheduling an appointment if they have insurance.
- 2** If so, inquire if they have the insurance information available (i.e. Type of insurance, Member ID, etc.) in order to confirm coverage and verify patient benefits.
- 3** Ask for and enter patient information into office management system (Last name, first name, address, city, state, zip code, phone number, email, date of birth)
- 4** Enter type of insurance/applicable information into the applicable fields in new patient file
- 5** Ask patient if they would prefer a morning or afternoon appointment and schedule accordingly.
- 6** Confirm with the patient that the time and date of the appointment is correct, and inform them of what doctor they will be seeing
- 7** Inform the patient that we will need to take copies of their insurance card and ID when they check-in for their appointment
- 8** Inform the patient that depending on their insurance coverage, there may be a deductible that will be collected at the time of their appointment.
- 9** Then ask if they would like to be added to the Waitlist and be notified if an appointment opens up sooner.
- 10** If they say yes, ask what time of day works best for them (AM/PM) and which provider they would prefer to see, or if they would like to see the next available provider.
- 11** Add patients information to the Waitlist.
- 12** Once information is recorded on Waitlist, inform the patient that if any earlier appointment slots open up, they will be immediately contacted to see if they would like to schedule the appointment.
- 13** You can also inform the patient that cancellations happen almost every day, so there is a good chance an earlier appointment will open up.

IF/WHEN A PATIENT CANCELS THEIR APPOINTMENT, USE THE LIST OF PATIENTS
LOOKING FOR SOONER APPOINTMENTS TO FILL THE OPEN SLOT.



READY TO TAKE YOUR PRACTICE TO THE NEXT LEVEL?

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I'M READY!