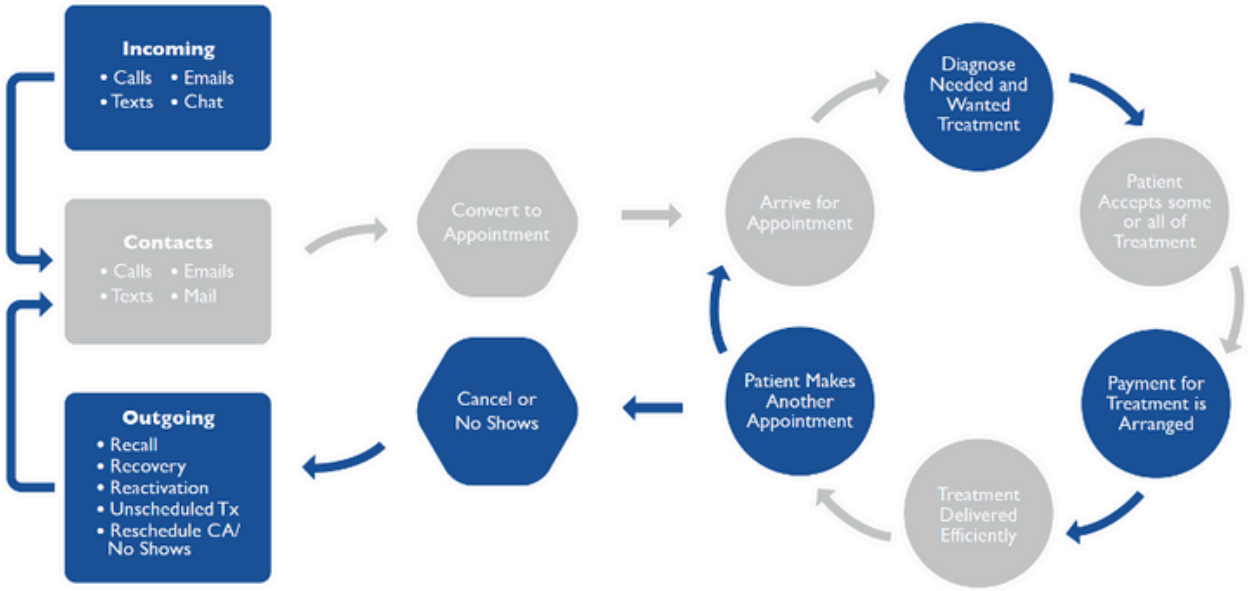
BENCHMARK BOOSTER

Conversion and Patient Visits

Practice Success Loop



% of Phone Calls Answered

- Industry Average: 65%
- Top 10% of Practices: 95%
- Your Practice _____

% of Phone Calls Converted

- Industry Average: 30%
- Top 10% of Practices: 75%
- Your Practice _____

- 87% of new patients who are sent to voicemail or put on hold without a proper greeting will hang up and not call back.
- Out of 10 inbound calls from prospective patients, you could be losing up to $15,269 in revenue by not using a proper greeting.

Questions to Consider

- Do you have enough phone lines?
- Do you have the right people answering the phones?
- What hours are you answering phones?
- How do you differentiate between an existing patient and new patient call?
- How do you answer "Are you in-network with my insurance"?
- How does the team create urgency to convert a call to an appointment?
- What hours (and days) should you be open to best serve patients?
- Are you maximizing all the times available to see patients?
- What marketing do you currently have in place and what do you need to add?

Register to attend Virtual Phone Training on November 8th, 2024!