BENCHMARK BOOSTER

Optimized Scheduling

Cancellation %

- Industry Average: 4%
- Top 10% of Practices: 1%
- Your Practice _____

No-Show %

- Industry Average: 5%
- Top 10% of Practices: 1%
- Your Practice _____

Recovery Strategies

- Use a proactive confirmation process.
- Follow the 4 Steps of Recovery:
  - ASAP List
  - Next Week's Schedule
  - Today's Schedule
  - Unscheduled/Broken Appointment Lists
- Text messages have a 209% higher response rate than phone, email, or facebook and are 1.8x more preferred than any other communication method.

Hygiene Re-Appointment %

- Industry Average: 40%
- Top 10% of Practices: 59%
- Your Practice _____

For new patients, hygiene re-appointment is a critical measure of retention. The average cost of a new patient is $100-$200.

Recall Strategies

- 90% of patients should leave the practice with their next hygiene visit scheduled.
- Build value for the hygiene visit, not "just a cleaning".
- Secure "premium" appointment times by booking early.

Appointment Availability

- How soon can you get a new patient into your practice for a hygiene visit? _____
  Recommendation: 3 Days, No More than 1 Week.
- How soon can you see a patient for a restorative treatment? _____
  Recommendation: Simple Restorative within 7 days. 2-hour Restorative within 14 days.
- How soon can you schedule an emergency visit? _____
  Recommendation: As soon as possible that day.

Questions to Consider

- What steps could you take to reduce last-minute schedule changes?
- What is your recovery system?
- What technology are you using to help patients schedule with you more easily?
- What technology are you using to. communicate with patients more easily?

Register to attend High Impact Team on February 21-22, 2025!