THE TEAM
TRAINING INSTITUTE

Appointment Policy Checkup

A= Always
N= Never
S=Sometimes

Consistency-a recipe for results

1. Clear, written, signed policy A N S

2. Clear definitions of excusable and non-excusable reasons for cancelling A N S

3. Patients informed of policy at orientation A N S

4. Patients informed of policy every time you schedule an appointment A N S

5. Caring, consistent 1st time response to cancelling A N S

6. Caring, consistent 2nd time response to cancelling A N S

7. Caring, consistent policy for repeat offenders A N S

Communication-it's what you say and how you say it

8. Confirmation system-at least one step involving a human A N S

9. Confirmation system-first contact no less than 1 week out A N S

10. Dental language-do we call all procedures the same name? A N S

11. Urgency-do we all use the same level of urgency and concern? A N S

12. Why-do we document the reason patients should come back? A N S

13. Tone-is our tone helpful, empathetic, and non-judgmental? A N S

14. Questions-if a patient wants to delay or cancel do we ask why? A N S

15. Appreciation-do we thank patients who come faithfully and on time? A N S

16. Commitment-do we ask patients to give a verbal commitment? A N S