

Scheduling Institute Phone Script

Greeting:

Stubbs Dental, this is _____ how may I help you?

Questions:

How much is _____?

I can certainly help you with that. May I ask how did you hear about our office?

-Let caller answer-

Wonderful, I'm so glad you found us. Do you know anything about our practice?

-Caller will mostly likely say NO, or give a very short answer-

Let me tell you how we do things here at Stubbs Dental.

-Choose 2-3 selling points that fit your conversation below:

While the process can be long and drawn out at other practices at Stubbs Dental we can do it all at our practice. There is no need to go to multiple different offices to receive your imaging, then your surgery, then another office to maintain your work. We do it all at Stubbs Dental, from start to finish to maintenance.

We are Utah's premier dental implant center. We place more implants than any other practice in the state. You can trust that you are in the best hands with our extremely experienced doctor. Because we place the most implants, we are also able to pass down our volume discounts to our patients, saving you money.

At Stubbs Dental, we have our own dental laboratory. This allows us to control the process from start to finish and ensure that you receive only the highest quality products and we are able to pass down savings to our patients.

Our doctors have placed over 5,000 All-on-4 Dental Implants, that doesn't even include the amount of single dental implants that have been placed. We are Utah's #1 All on 4 provider according our implant distributor, we are placing more implants than anyone else in Utah. When you come to Stubbs Dental, you can trust that your are in highly experienced hands.

General: We are Utah's premier dental center. We do it all here at Stubbs Dental from cosmetic dentistry to full mouth reconstruction. Our doctors are highly trained and experienced in all aspects of dentistry ensuring that you receive top tier care.

-End with-

Every patient's needs are different. When you come in for a complimentary consultation, our doctors will then be able to determine your specific needs and we will review a quote with you at that time. Would you prefer our Layton, Bountiful/NSL, Murray, or Lehi location?

2nd pricing request

It is very difficult to diagnose over the phone and I would hate to misdiagnose you and misquote you all at once. We'd be happy to offer you a complimentary consultation to give you an accurate treatment plan and quote but this procedure starts at \$____ and may possibly increase based on your needs. Would you prefer....?

Do you accept my insurance?

We work all insurances excluding Medicaid and HMO plans. We will be happy to do a complimentary benefit check to maximize your plans benefits when you come in. How did you hear about our office? (return to top bold section)

Do you accept Medicaid?

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We accept all patients. However, our Medicaid patients choose one of our other third-party payment options for their treatment since we are not in network. How did you hear about our office? (return to top bold section)

Transition:

When was the last time you were seen in our office? New Patient -when was your last dental visit?

What is your main concern for us to discuss with the Doctor at your first appointment?

What motivated you to contact our office today ?

New patient- Let me be the first to welcome you. How did you hear about our office?

Dual Alternative close: Always give two options!

Do you prefer our Layton, Bountiful/NSL, Murray, or Lehi location?

Do you prefer morning or afternoon?

Do you prefer (date/time) or (date/time)?

Data capture:

Appointment scheduled: Full name, phone number, email, date of birth

Insurance: Do you have any dental benefits you would like to apply to your visit? This will allow us to give you the most accurate quote during your free consultation. Get the following information:

Insurance Co:

DOB:

Member ID:

Primary subscriber name:

Group Name & #:

Primary subscriber DOB:

Employer:

Primary subscriber employer:

Appointment not scheduled:

I would love to follow up with you to ensure that your dental needs have been taken care of May I have your name and phone number?

May I also have your email address? I would love to send you more information regarding this procedure/treatment and our practice.

Confirm and Commit scheduled calls:

Dr. ____ and our team have you reserved (day) at (time) for you. I look forward to seeing you then. Should an emergency arise, will you call me? My name is ____ and let me know at least 48 hours in advance? – Pause and wait until the patient responds with yes.