Top 5 Tips to Stop the Cancellation Nightmare

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1. First step is ask youself _______?

2. Success requires a ______________.

3. What is 1 hole in your schedule really costing you?
   a. Doctors Dollar per hour average patient production: $_______
   b. Hygienists Dollar per hour average patient production: $_______
   c. Average per patient spent annually in your office: $_______
   d. Number of holes in your schedule November 2016: ______
   e. Note: Answer to $ = c X d
   f. November Production Average Lost: $_______
   g. Average annual loss: Add up your # of Broken Appts in 2016 and multiply by average $’s spent per patient.

4. What changes if you can add this lost $ amount back to your production total?
   a. Vacation  
   b. pay for children’s private school  
   c. retire sooner  
   d. __________________________________________________________

5. Profitability Tip 1: __________________________________________

6. Codes you need to track re: Broken Appointments, etc.:

   1. _________  
   2. _________  
   3. _________

7. Profitability Tip 2: __________________________________________

8. Profitability Tip 3: R2R

   • R__________  2  R__________

Example of R2R:

Dental Practice Solutions

Website: www.dentalpracticesolutions.com
Email: admin@dentalpracticesolutions.com  O: 949-351-8741
9. When a patient calls to change an appointment. 1st Step is:

10. NIX the word: _____________________

11. When a patient calls to change an appointment. 2nd Step is:

12. Two things doctor (Assistants and hygienists) can do to show “We Care!”
   a. __________________________________________
   b. __________________________________________

13. Find out how each patient wants to be ____________ ed.
14. Don’t allow patients to ___________ ____________ on your ___________ to change an appointment.
15. __________ ____________ is the Number 1 SYSTEM TO:
   a. Eliminate __________ ____________.
   b. Increase __________ Patient __________ s.
   c. Keep __________ ____________ to your ____________.
16. Everything you do must be attached to a ________________.
17. Tips to leave your backdoor closed:
   a. __________________________________________
   b. __________________________________________
# PLAN OF ACTION FOR OUR TEAM

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<th>What is needed?</th>
<th>Who will complete this?</th>
<th>By what date do they need to complete this?</th>
<th>Mark off when completed</th>
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