

SCHEDULING... Show Rate Successes vs. Filling The Opening Nightmares

DMS
Dental Management Solutions, Inc.

You're invited to visit us at Booth #55 SDDS Midwinter Convention 2016

OBJECTIVES

- Primary Reasons for Missed Appointments
- Deliver a "Wow" Factor to Prevent Openings
- Track the Value of Openings...What's Really Lost?
- Filling Openings... Save Time "50-50" Team Policy
- "Ideal" Day Scheduling for Productivity

SCHEDULING... Show Rate Successes vs. Filling The Opening Nightmares

→ A **TEAM** APPROACH

The "**ENTIRE**" Team is Responsible for the Show Rate!

WHY the OPENINGS?

Primary Missed Appointment Reasons

- > FEAR
- > LACK of EDUCATION/PERCEIVED VALUE
- > MONEY
- > TIME

HOW MUCH IS LOST?

Missed Appointments - What's Acceptable?

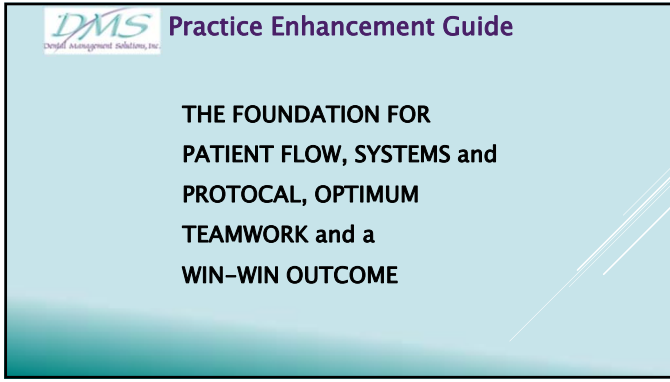
Track Missed Appointment Values - How?

FILLING THE OPENING NIGHTMARES

Filling the Openings - Where to begin?

Opening Nightmares - What now?







#1 PATIENT EXPERIENCE...IS ABOUT THE "WOW"

The "WOW" Factor

- > From telephone contact thru completion of treatment, a commitment to recare.
- > Compliments & Referrals...Your Best Monitor!

RECAP

- Everyone is Responsible for the Outcome!
- Top Reasons for Missed Appts - Know Why!
- Track Openings & Filled Appts - What's Really Lost?
- Commit to "50-50" Team Policy - Recover \$
- Embrace "Ideal" Day Scheduling - It's Win-Win
- Details Matter - Every Day. Every Patient. Every Time.

Best of Luck!

Thank you for your time and attendance!

Questions?

Please see "DMS" Team at Booth #55
