



Answer the call – Schedule the Patient

Scheduling

Billing

FAQ

Dental Membership Discount Club
 Answer - Your annual fee of \$125 includes an exam, cleaning, and X-rays twice a year for \$70 each time. Plus, if you need a dental procedure, you will save 10%-20% off the regular fee. And if you just do two cleanings a year, you will save a lot by being in the plan

Document the call

Demographic Forms can be sent ahead of appointment

Remember Caring Dentistry - personalized service (Use Communication Notes from Documented Calls)

Patient Feedback systems - Google Reviews

Know doctors procedures.

Length of time for appointments

Any Blocks on the schedule? (NP Hygiene, Ortho Consult)

Use Sooner if Possible Quick Fill list if needed

Remind No Show Policy- Ask Patient will they call 24 hours in advance if they cannot keep their appointment- especially New Patients

Same Day Emergencies Schedule-Be empathetic!

Weekend On Call Answering Service

Fees for upcoming procedures

Insurance benefit inquiries

Inquiries on remaining balances for past treatments

Setup a consult- we offer quality comprehensive service at midrange prices Consult \$48 for exam and X-rays if patient is uninsured

State fee and ask how patient would like to pay. We have Vistas Payment Plans if needed.

Do you take my insurance?
 Answer:
 We will be happy to file your insurance. We're in-network with a lot of different insurances. Because many of these insurances are paid under different plans that you may or may not be in-network with, we recommend that you please call the toll-free number on the back of your card. This way, you can get the right information from your insurance company. Most insurances will cover your preventative care for exams, X-rays, and cleanings. So we recommend that you schedule an appointment, and we can share your insurance information with our benefits specialist to call you prior to the next visit if you have any issues with coverage at our office for this visit.

After Consult- We can meet you and you meet us, we can make a comprehensive treatment plan for you and estimate costs and insurance benefits.

After Treatment Coordinator has benefits prepared- you can share estimated copays and how they were determined.