Scheduling Second Consultations

1. Patient Interest & Hesitation

- Start: Patient shows interest but is hesitant due to unclear costs and insurance.
- Action: Schedule a second consultation.

2. Establish Insurance Clarity

- Action: Verify insurance benefits.
- Action: Inform patient that benefits will be verified before the next visit.

3. Set Expectations

- Action: Explain the process of confirming insurance.
- Action: Reassure the patient to minimize surprises.

4. Communicate Coverage & Costs

- Action: Discuss financial details (coverage, copays, out-of-pocket costs).
- Action: Set realistic expectations.

5. Schedule Next Steps

- Decision: Choose the appropriate appointment type (e.g., study model, initial impression).Dentures: Schedule a study model impression.
- Bridges: Schedule an initial scan for a temporary bridge.
- Orthodontics: Book a session for spacers.
- Sleep Appliances: Start with a scan appointment.

6. Use Secondary Columns

- Action: Use secondary columns for short, prep-focused appointments.

7. Ensure Case Acceptance

- Action: Schedule a minor appointment to encourage patient commitment.
- Action: Reinforce patient interest in treatment.

8. Best Practices for Follow-Up

- Action: Discuss financial details early.
- Action: Verify insurance benefits proactively.
- Action: Keep patients informed with regular updates.

9. Strengthen Trust

- Action: Clear, early communication to ease patient concerns.
- End: Patient feels valued and confident, leading to treatment commitment.