

Rebuilding Your Schedule

Follow the scheduling priorities outlined below to maximize the re-scheduling of your patients and your recovery. These recommendations incorporate priorities based upon maximizing existing schedules; which patients are most likely to re-schedule once bands are lifted; and proven sources of patient scheduling based upon extensive recall experience.

- 1 Start By Confirming Upcoming Appointments Still Existing In Your Schedule.** This will ensure that anyone who is booked in the future is reminded they have an appointment and does not fall behind in their hygiene and recall schedule. Every effort should be made not to move these patients other than for scheduling adjustments to accommodate health guidelines.
 - a** Consider **personally confirming appointments** in your schedule for first 60 to 90 days a minimum of 3 days before appointments. **Do not rely on automated messages alone.**
 - b** Use RecallMax™ automated appointment confirmation lists for this task.

- 2 Reschedule Missed COVID-19 Hygiene and Restorative Appointments.** Contact and re-schedule patients that missed appointments due to COVID-19 bans. These patients are more likely to schedule given they previously had appointments scheduled.
 - a** You can find these patients on RecallMax™ Missed / Cancelled Appointment list which can be chronologically sorted back to when bans began (up to 180 days).
 - b** Contact and schedule patients on this list – leave messages and quickly send personalized email or text messages to patients that you are not able to connect with.
 - c** Re-attempt scheduling of these patients every two weeks for 4 to 6 weeks calling, leaving messages and sending personalized emails and texts.
 - d** Remove patients from this list after three or four attempted contacts and remember, as patients are removed from this list, they will not be lost as they will be captured by due and late patient lists and fall into their regular hygiene and recall follow-up que.

- 3 Incorporate / Make Best Use Of COVID-19 Short Notice Appointment Lists.** You may find yourself in a position where you have trouble scheduling patients that have missed hygiene and recall appointments due to upcoming pre-appointed patients filling your schedule, and or reductions in the number of patients you can schedule due to the implementation of health

guidelines. This could result in backlogs of patients needing earlier appointments (requiring urgent care) or patients wanting earlier appointments.

- a** Capture and catch up on backlogs of patients needing or wanting appointments by assigning them to RecallMax™ short notice list that have been enhanced to identify missed COVID-19 appointment patients.
- b** Offer patients an opportunity to be added to a COVID-19 short notice list and be notified of openings that occur.
- c** Easily identify and prioritize urgent COVID-19 appointment patients on these lists.

4 Reactivate the Follow-Up and Scheduling of Regular Unscheduled Hygiene and Recall Patients. Review your hygiene bookings for the next 4 weeks to get a sense as to how many openings you are needing to fill. From there you have two sources of scheduling patients outside of missed COVID-19 appointment list patients;

- a** Check for regular, non COVID-19 related patients on your short notice hygiene and short notice recall lists – send notifications to these patients.
- b** Re-activate the follow-up on your due and late lists – these lists are all pre-organized to give you the best scheduling results when you work them from the top down (patients coming due, patients most recently due, patients longest overdue).
- c** Auto messaging is going to assist in scheduling due and late patients – however, most patients book from personal contact so it's best if you connect with these patients on a personal level.

5 Re-activate the Follow-Up and Scheduling of Unscheduled Restorative Treatment Patients. Focus on filling restorative chairs as a priority once hygiene and recall chairs start to fill.

- a** If you have patients on treatment short notice lists – send out notifications appointments are available.
- b** Contact most recent unscheduled restorative treatment patients on your list – leave personalized messages, emails or text messages for patients you are unable to reach.

Our service and support teams are available to assist you with implementing recovery strategies including providing instruction on the proper use of RecallMax™ COVID-19 recovery features.