

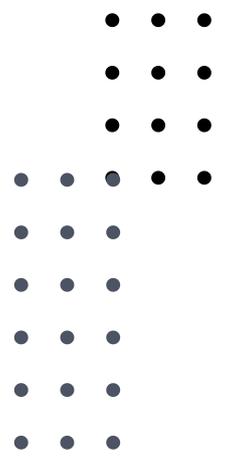


# Today's Dental

Patient Coordination

# INTRODUCTION

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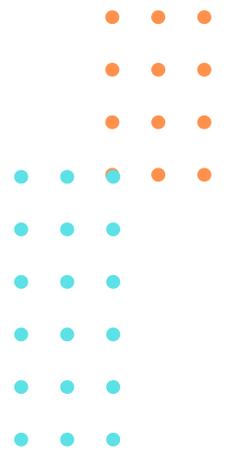


Welcome to Today's Dental's Patient Coordination Service E-Book! In this comprehensive guide, we will explore the range of services offered by Today's Dental, a leading remote dental service provider to dental clinics across the United States. Our dedicated team at Today's Dental is committed to streamlining the patient coordination process, ensuring seamless interactions between patients and dental clinics. Let's dive into the various services we provide to enhance patient experiences.

# CHAPTER 1

## PROVIDING LOCATION DETAILS

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Patients usually call to find out Public Transportation Access, Proximity to major Highways, Parking and Landmark Information.

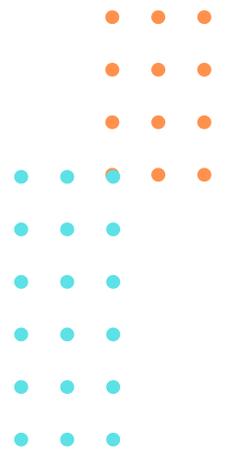
Your in-office staff does not have to answer these calls because we will handle it hereafter.

Patients will now be able to come to your office without any friction or issues caused by lacking location details.

# CHAPTER 2

## SCHEDULING AN APPOINTMENT

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Difficulty in efficiently scheduling appointments due to long hold times and no differentiation between new patient calls and other soliciting, prescription, and general enquiries.

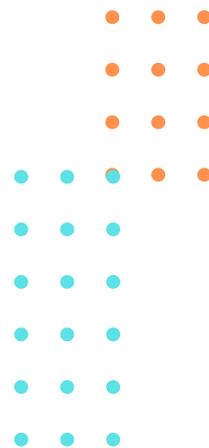
We will identify New Patient Scheduling calls separately from all other calls and routes to the best people that are able to convince patients to schedule an appointment.

Hence, this increases in new patient intake.

# CHAPTER 3

## CAPTURING DEMOGRAPHICS

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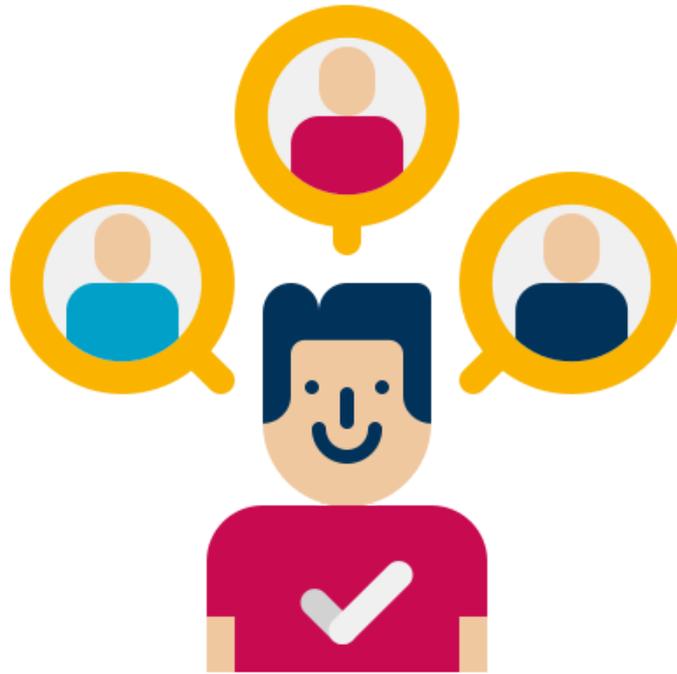
Due to lack of time in handling calls currently only basic information is captured by your in-office team. With our help, you will now be able to Capture Patient Demographics details during appointment scheduling itself.

This allows accuracy in capturing patient demographics for accurate records and personalized communication.

# CHAPTER 4

## CAPTURING REFERRAL INFORMATION

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Currently you have no idea where your patients are coming from and hence you don't know where to spend your marketing dollars leading to missed opportunities for patient growth and retention.

We will implement a referral management system that captures and tracks referral information to give proper feedback to your marketing team.

Marketing team can with high degree of confidence increase its marketing efforts.

# CHAPTER 5

## INSURANCE INFORMATION GATHERING

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Currently your team does not have the bandwidth to capture Insurance Information, while scheduling the appointment.

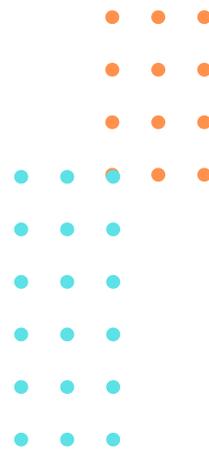
We will capture the Insurance Information prior to the appointment, whenever possible so that the Insurance team can verify the information ahead of the time.

This will avoid long wait times during the patients visit to verify the information on the spot, ensuring quick and accurate processing of insurance claims and reimbursements.

# CHAPTER 6

## CONFIRMATION CALLS

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Your office may be experiencing high rates of no-shows and last-minute cancellations throwing your schedule off and hence wasted staff hours, resulting in a major financial loss position.

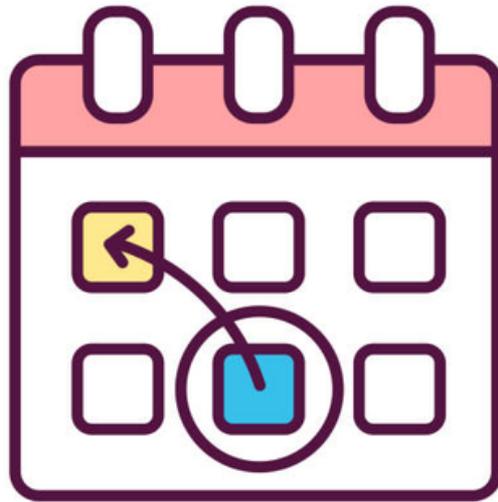
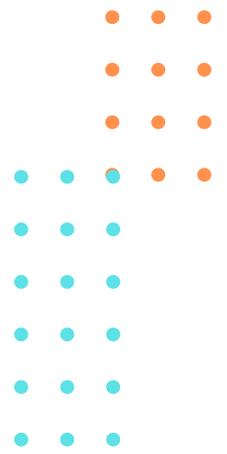
Mismatch between the schedule and the staff is the single most reason for a dental office to fail financially. We use a combination of text, email and phone call-based confirmation providing them with reminders of their appointments 24 and 48 hours in advance, reducing no-show rates.

Hence, there will be very low percentage of no-shows and last-minute cancellations.

# CHAPTER 7

## ACCEPTANCE OF RESCHEDULING

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Currently your in-office staff gets annoyed with rescheduling calls and often send them to unscheduled list.

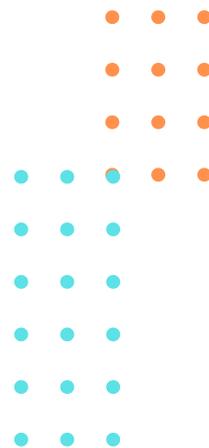
We enable patients and dental clinics to easily make changes or reschedule appointments through a user-friendly interface, allowing for convenient adjustments while minimizing disruptions.

There will be flexibility in accepting changes or rescheduling appointments to accommodate patients' needs and minimize inconvenience increases patient satisfaction and directly impacts your bottom line.

# CHAPTER 8

## PRESCRIPTION MANAGEMENT

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Patients call for their prescriptions several times as they are in pain.

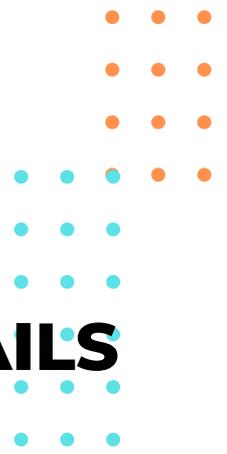
This usually annoys the front office staff. We offer a digital prescription management system that simplifies the process of ordering, tracking, and delivering prescriptions to patients, ensuring accuracy and timely fulfillment.

Effective prescription management system that facilitates easy ordering, tracking, and delivery of prescriptions to patients.

# CHAPTER 9

## ANSWER GOOGLE CHATS AND EMAILS

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Currently patients' queries are left unanswered on google chats and mails.

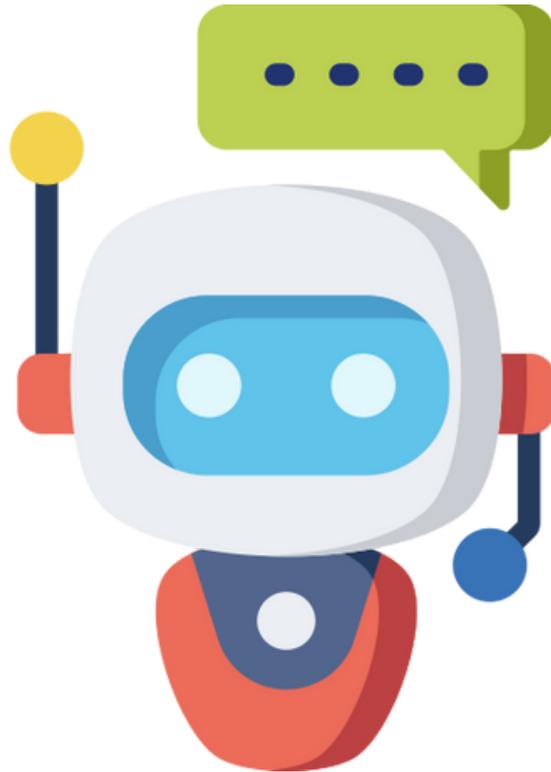
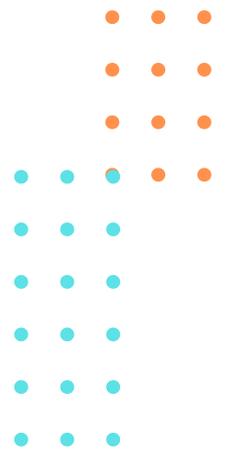
We provide prompt replies to the google chats and mails in order reduce the inconvenience faced by the patients.

This ensures effective communication with patients.

# CHAPTER 10

## ANSWER CHATBOT MANUALLY

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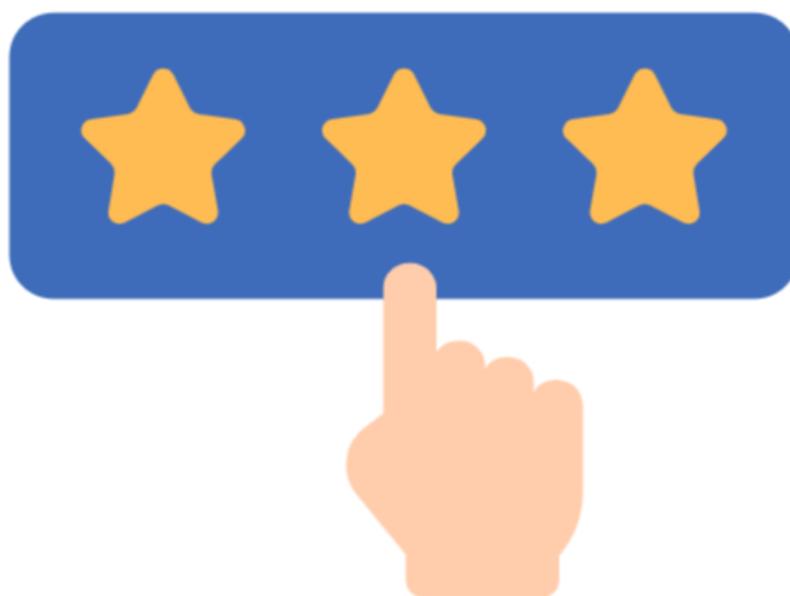


Patients feel the need of personalized messages. We manually handle the chatbot system, allowing human operators to take over and provide personalized and accurate responses to patients' queries when needed. This ensures personalized and accurate responses.

# CHAPTER 11

## REPLY TO GOOGLE REVIEWS ON TIME

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Currently most of the dental clinics are facing negative impact on their online reputation and patient's perception about them. We monitor and respond to Google reviews promptly, addressing both positive and negative feedback professionally and promptly. This helps maintain a positive online reputation.

# CONCLUSION

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Today's Dental's Patient Coordination Service plays a pivotal role in optimizing patient experiences and clinic operations for dental practices across the US. Our commitment to providing location details, scheduling appointments, capturing vital information, handling insurance matters, and engaging with patients digitally ensures that dental clinics can focus on what they do best: delivering exceptional dental care. Partner with Today's Dental and let us revolutionize your patient coordination process together!



Reach out to us on:

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 <https://todaydentalservices.com/>