

Time is Money!

Eliminate Those BA's and CA's

Presented by:

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Broken and Canceled Appointments Can Be Prevented

What every professional dental staff must know and understand:

1. _____ they occur.

2. _____ to prevent them and create a system that _____ patients to keep their appointment.

3. How to re-educate _____ patients about their reserved time.

4. _____ on _____ they are doing.

Broken and Canceled Appointments Can Be Prevented

All Patients Must Know and Understand:

1. _____ the appointment system works.

2. Their _____ treatment planned.

3. _____ for their treatment _____.

4. The _____ of broken and cancelled appointments.

5. The doctor's and staff's _____ for each patient's appointment.

Important Notes to Remember:

1. Always note in appointment book and/or notes when appointment is a rescheduled BA/CA with a BA-1 in red.
2. For patients who BA, place their name on the Recall Log, begin reactivation process and then document in the chart.
3. Document all BA's and CA's in the patient's record in red: BA = No Show, Canceled, or Broken Appointment with 48 hours notice. CA = Changed appointment with at least 48 hours notice
4. Consistency from the Doctor and all staff in communicating to the patient the value of reserved time is the key.
5. The BA/CA procedure needs to be known and followed by all staff members at all times.
6. Indicate in the appointment notes that the patient tried to change or cancel an appointment and the Appointment Coordinator successfully discouraged them.
7. If a patient calls to cancel, do not simply respond, "Okay. No problem. Just let us know when it is convenient for you to come in." The appointment is important for the patient's health, as well as the health of your schedule.
8. Most importantly, you must make the effort to help patients keep their appointments. Ask if there is any way that you can help the patient keep the appointment. Do not assume the appointment is lost. It may be as simple as arranging for patient transportation, or reassuring the patient that a common cold is no reason to cancel a dental appointment.
9. Do not ask, "Do you want to reschedule now?" or "Give us a call when you're able to make an appointment." Instead say, "Let's reschedule your visit now. I'll check for the first available appointment."
10. When a patient requests an appointment after they have broken two already and are considered "inactive", remember they will become defensive if you threaten them by saying, "Well if you miss this appointment you are going to have to pay a deposit (or it'll be 8 weeks) to get another one!"

To defend themselves they will say that they will just have to wait or worse, think they have to find another dentist.

Get them to see "your side" of the situation to help them recognize they were the one who was wrong and should have contacted you about their appointment. Sound disappointed, say something like, "Gosh, I'm not sure, as I review your record I notice that keeping appointments has been difficult in the past. This really makes me look bad. You see it's my responsibility to make sure that every patient who needs treatment is able to get an appointment and when appointments are not kept it keeps other patients from getting the treatment they need and this puts me in a difficult bind. Dr. is going to ask me about this and I can't keep making excuses. We can schedule this appointment with a deposit because I need to know you are committed to keeping this appointment."

11. If a patient cancels appointments without notice, a firm but professional explanation is in order. "As you can imagine, we have many other great patients just like you who were also waiting to see the doctor. With this last minute notice, there is not enough time for them to rearrange their schedule to see if they could make this appointment. I am always here to help you so let's see what I can do for you now."

As you can see preventing BA's and CA's and re-educating your patients is a continuous process that requires constant team attention. To keep the entire team on track and let everyone know how well they are doing, tracking your BA's and CA's daily and reporting at the monthly business meeting is essential.