

Creating and keeping the perfect schedule is applicable for ANY office.

What is a perfect schedule in hygiene?

The day flows well, but more importantly, you also hit your goal for the day.

Being Reactive with a Schedule Change:

Don't get discouraged! Develop a toolbox to use BEFORE the schedule falls apart. Be prepared for changes, they are inevitable.

- Use the information you found in your chart audit.

- Utilize your quick fill list.

- o Work with your front desk team.

- o Know how to pull the lists yourself and make calls to fill your schedule!

- o Ask your patients in advance, "If an opportunity should become available sooner, would you like for us to give you a call?"

- Utilize social media:

- o Sweeten the pot!

- Ex: come in today and we will give you a complimentary fluoride treatment!

- Who is working the Recare list?

- Use the information from your chart prep!

- o Have they gotten whitening several times in the past? Maybe it's time to brighten up that smile!

- o Maybe they have declined fluoride in the past, so what tools will you use to create the value for them to move forward this time! Today could be the day!

Be assumptive.

Personalize it.

Present with confidence!

Use the dual-alternative close, not a "yes or no" question.

"Mrs. Jones, I highly recommend a fluoride treatment today. It may or may not be covered by your insurance, however its only \$32, and you need this because (insert reason personal to the patient). Would you prefer mint or cherry?"

- Use your intraoral camera.

- o 1 picture per patient! Let the picture do the talking for you!

- Think outside the box. What can you do to get back on track?

- o Pull a list of which patients purchase products. Overdeliver with home delivery!