

SIMPLIFY YOUR BUSINESS
MAGNIFY YOUR GROWTH.



FOLLOW US!

 @TransitionsG
 Transitions Group North America
 Transitions Group North America

www.transitionsonline.com 1.800.345.5157

No Shows & Cancellations



Tel: 1-800-345-5157
Nancy McNutt, Sr. Analytical Coach
Fax: 905-681-1180
Email: nmcnutt@tcgdds.com



Academy
 of General Dentistry™
PACE
 Program Approval for
 Continuing Education

Approved PACE Program
 Provider
 FAGD/MAGD Credit
 Approval does not imply
 acceptance by a state or
 provincial board of dentistry or
 AGD endorsement
 6/1/2016 to 5/31/2019
 Provider ID#217893



How is it Calculated?

Non Productive time / Available Hours
= % of downtime

i.e.

Available hours - 8 pt. hours X 16 days per month = 128 hrs./month

Non productive time = 13 hours
(No Show-4 hrs, Cancellation-5 hrs, Open units = 4 hrs)

13 divided by 128= 10%

Cost of Downtime?

- > Average cost of adult hygiene visit with bitewings = \$150
- > 2 hygienists averaging one 'no show' or 'cancellation' per day
- > \$300 x 4 days/week = \$1200
- > 4 weeks per month = \$4800
- > 12 months per year = \$57,600

Goal

- > Hygiene --Less than 10% downtime
- > Restorative -less than 5% downtime

So Why does it happen?

Lack of perceived Value

1. It's JUST a CLEANING
2. Every VISIT they tell me I need something more (crown of the year)
3. "They nag me".

Mouth- Body Connection



Disease and Maintenance

- "I Couldn't get you completed today"
 - "You need to come back every 3 months"
 - "I am not sure if your insurance will cover it"
- ✓ your oral health demands that more visits are required
 - ✓ Is 4 hrs/year a time commitment you could dedicate to your oral health?"
 - "what would work best for you is to schedule 1 hour every 12 weeks"
 - ✓ "we will do our best to maximize your benefits "

Transfer of Ownership

A patient will NOT say yes to a TX recommendation unless they perceive it as a solution to a problem they OWN

Erase...
I, we, us, our, the

Replace with...
Partner, YOU, YOUR, and TOGETHER



CANCELLATION POLICY

IT'S NOT JUST "OK"....

Policy Suggestions

- > 2 business days NOT 48 hours
- > Documented on all communication/ team verbalizes
- > Posted in multiple locations in practice

Out of respect for other patients, 2 business days notice is required to change your reserved time.

Consistency

Constantly explain the confirmation/courtesy reminder process

A confirmation is different then a reminder courtesy call



Confirmation Calls

Are you *reaching* your patients?

Text messages per day per age group...

UNDER 18...81	<ul style="list-style-type: none"> > 2-4 weeks to Confirm
18-34...42	<ul style="list-style-type: none"> ✓ Call with contact ✓ Email with reply ✓ Text with acknowledgment
35-54...14	
OVER 55...5	<ul style="list-style-type: none"> > 2 days--Courtesy Reminder Call

USA TODAY ,OCT 2010

A, B, C CLASSIFICATION

EVERY patient has an A, B or C attached to their name based on appointment history to customize verbal skills

Classifications

A Patient: Good patients - always arrives on time; gives proper notice for valid changes.

B Patient: Relatively good patients - sometimes misses an appointment, sick or forgotten.

C Patient: Three or more broken appointments, either a no-show or short-notice changes.
If we see them we believe them.



Pre schedule ALL patients

Clinical Area

Don't Ask "if" they want to??

*EVERY patient who leaves the practice without their next visit costs the practice 2-3 hours of telephone tag chasing patients

Keys to Productive scheduling

- Pre-blocking
- Proper delegation
- Ideally 10-minute increments for scheduling
- Room prepared before Doctor enters
- Expedient sterilization
- Not talking too much 80/20 rule
- Completing the 'scheduled' dentistry
- Ownership

Patients deserve your attention!

- No personal telephone calls during patient appointments
- Proper information in the appointment schedule
- Proper equipment and instruments
- Providing the hygiene evaluation at the doctor's convenience
- Scheduling longer appointments – doing more dentistry per appointment on fewer patients each day

Questions? Email
nmcnutt@tcgdds.com



Transitions Group
North America
