

# Dental Appointment Scheduler



The **Dental Appointment Scheduler** is a multi campaign sub-module of the **Dental Assistant™** system that;



- Invites new patients to your dental office by playing a promotional or informative message, while allowing them the option to schedule a consultation appointment.
- Entices old patients to come back to your dental office by playing a promotional or informative message, while allowing them the option to schedule a new appointment.
- Transfers callers to live personnel for scheduling appointments (with call queuing capability)
- Alerts other members of the household that the patient has a message to be retrieved from the dental office and requests for them to take a message.
- Gives patients the option to schedule an appointment at their own convenience using the 24hr Automated Scheduling/Confirmation feature.

When the person answers the call, the **Dental Appointment Scheduler** will commence playing the pre-recorded script chosen by the administrator as soon as the system identifies a positive voice (after the person says “hello”). Depending on the script selected by the administrator, the person will have a number of options he/she can choose from as prompted by the system, which includes; playing a promotional or informative message, transferring to a live administrator to schedule an appointment or guiding them on how to use the 24hr Automated Scheduling/Confirmation feature.



**Example:** “Hi, this is (dental office name) calling to inform (patient name) that they have a message to be retrieved.

**Press 1** now if you are (new/old patient name) and wish to retrieve your message now (after pressing 1, the system will play a pre-recorded message chosen by the administrator that is promotional or informative). (After the message has been played, the system will prompt the new/old patient to schedule an appointment) *To schedule an appointment now with a live dental administrator, please press 4 now. If you wish to schedule an appointment at a more convenient time, please press 3 now for instructions on how to use the 24hr Automated Dental Appointment Scheduling/Confirmation system.*

**Press 2** if you are not (new/old patient name) and wish to take a message (the Dental Appointment Scheduler System will play a detailed message explaining that the new/old patient can call into the 24hr Patient Messaging System to retrieve their message).

The **Dental Assistant™** system will list a detailed report based on the status of each option chosen for every call, which the dental administrator can retrieve at anytime. The new/old patient messages will be kept on the system for 30 days until it's purged.



*We take technology to task.™*

**Call TasTec Inc. at 289-632-2338 for more info or visit:**

<http://www.tastecinc.com/dental.html>