



Dental Appointment Reminder

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

Reminds patients in advance that they have a dental appointment already booked for a scheduled date.

Requests confirmation from patients in advance if they will be attending their appointment.

Transfers callers to live personnel for rescheduling appointments (with call queuing capability)

Alerts other members of the household that the patient has an appointment already booked that requires confirmation.

Gives patients the option to confirm or reschedule an appointment at their own convenience using the 24hr Automated Scheduling/Confirmation feature.



When the caller answers the call, the **Dental Appointment Reminder** will commence playing the pre-recorded message chosen by the administrator as soon as the system identifies a positive voice (after the caller says “hello”). Depending on the script selected by the administrator, the caller will have a

number of options he/she can choose from as prompted by the system, which includes; confirming their appointment, rescheduling a new appointment, speaking with a live dental administrator or listening to instructions on how to use the 24hr Automated Scheduling/Confirmation feature.

Example: “Hi, this is (dental office name) calling to remind (patient name) that they have a dental appointment on (appointment date) at (appointment time).”

Press 1 if you are the patient and wish to confirm that you will be attending the appointment (after pressing 1, the system will update the database that the patient has confirmed and will reply back to the patient that confirmation was received). *Thank you, your appointment has been confirmed. Good bye.*

Press 2 if you are the patient and are unable to attend the appointment or wish to reschedule a new one (the Dental Appointment Reminder System will prompt the patient to make 1 of 2 choices, they can either reschedule the appointment through the 24r Automated Dental Appointment Scheduling/Confirmation system or transfer to a live dental administrator).

Press 3 if you are not the patient and wish to take a message (the Dental Appointment Reminder System will play a detailed message explaining that the patient can either call into the office during business hours or use the 24hr automated Dental Appointment Scheduling/Confirmation system).

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.



We take technology to task.™

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

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