



Dental Check-up Reminder

The **Dental Check-up reminder** is a campaign sub-module of the **Dental Assistant™** system that;

Reminds patients it's that time again (6 months) where they are due for a check-up or a cleaning.

Educates patients on the importance of regular check-ups and cleanings.

Gives patients the option to book a check-up or cleaning appointment.

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

Alerts other members of the household that the patient is due for an appointment and requests to 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 recipient answers the call, the **Dental Check-up Reminder** will commence playing the pre-recorded message 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 caller will have a



number of options he/she can choose from as prompted by the system, which includes; educating patients on the importance of check-ups and cleanings, scheduling an appointment with a live dental administrator or guiding them on how to use the 24hr Automated Scheduling/Confirmation feature.

Example: "Hi, this is (dental office name) calling to remind (patient name) that they are due for a cleaning.

Press 1 now if you are the patient and wish to schedule an appointment now with a live dental administrator (after pressing 1, the system will transfer the patient to a live person). Your call is now being transferred. (If all administrators are busy, the patient will be placed on hold in a calling queue until an administrator is free) All administrators are currently taking other calls. Please hold, your call has been placed in priority sequence. You may press 4 to leave a message or stay on the line until the next administrator becomes available. Thank you for your patience.

Press 2 if you are the patient and wish to schedule an appointment through the Automated Booking system (the system will transfer the caller to the 24hr Automated Dental Appointment Scheduling/Confirmation system or explain how they call in anytime at their own convenience)

Press 3 if you are not the patient and wish to take a message (the Dental Check-up 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).

To hear an important announcement regarding hygiene facts, please stay on the line.
(The system will play a personal or professionally recorded message from the dental office on hygiene care, facts and tips. The message can be easily recorded by any dental administrator or doctor. Professional studio recorded messages can also be used)

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>