



## Overdue Payment Reminder

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

- Reminds patients that they have an outstanding balance.
- Informs patients of how long their bill has been overdue.
- Informs patients of the payment options that are available.
- Allows patients to pay through the Automated Credit Card Payment System.
- Transfers callers to live personnel for making payment arrangements (with call queuing capability)
- Alerts other members of the household that the patient has an important message from the dental office, while keeping the message confidential.

When a person answers the call, **Overdue Payment 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 call recipient will have a number of options he/she can choose from as prompted by the system, which includes; making payment arrangements with a live dental administrator, informing them on what payment options are available and allowing them to pay through the Automated Credit Card Payment System or simply relaying a message through another household member in case the recipient isn't home.

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

**Press 1** now if you are the patient and wish hear this message now (after pressing 1, the system will inform the patient that they have an overdue balance). *Please advise, you have an overdue balance of (balance amount). To make a payment now using your credit card, please **Press 2 now** (the system will transfer the caller to the Automated Credit Card Payment System). To make payment arrangements now with a live administrator please stay on the line (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 3** if you are not the patient and wish to take a message (the system will play a message explaining that the patient must call into the office during regular business hours 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.



*We take technology to task.™*

**Call TasTec Inc. at 289-632-2338 for more info or visit:**  
<http://www.tastecinc.com/dental.html>