



CLASSIC PRACTICE
RESOURCES

EFFECTIVE STRATEGIES FOR
REDUCING
BROKEN APPOINTMENTS

Effective Strategies for Reducing Broken Appointments

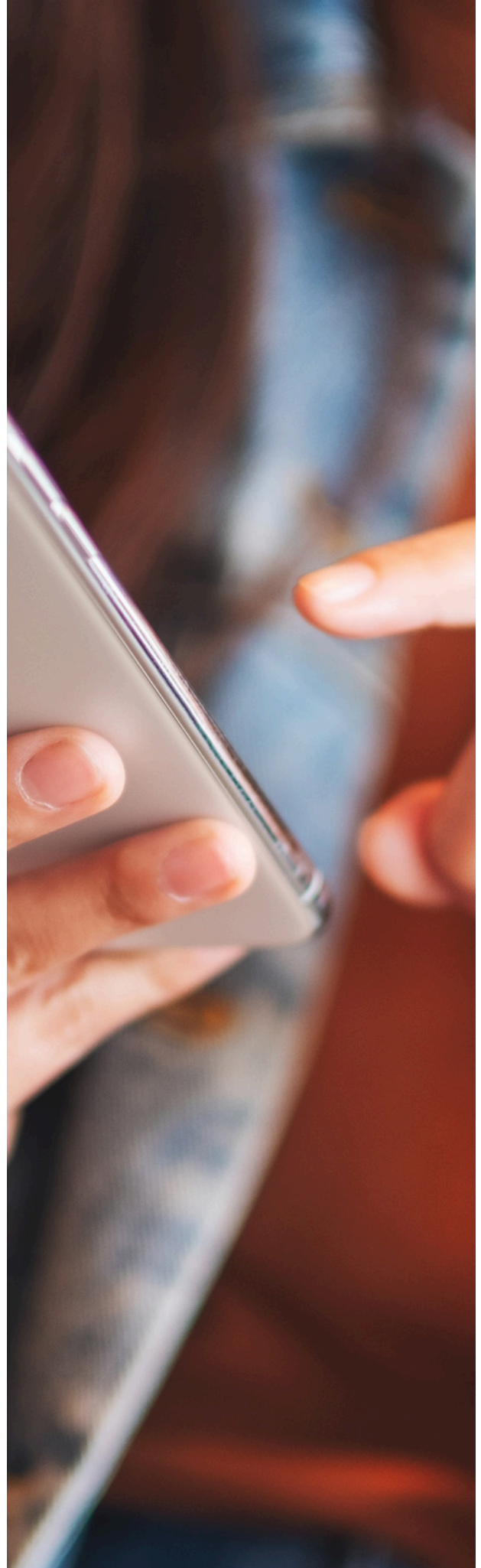
By:

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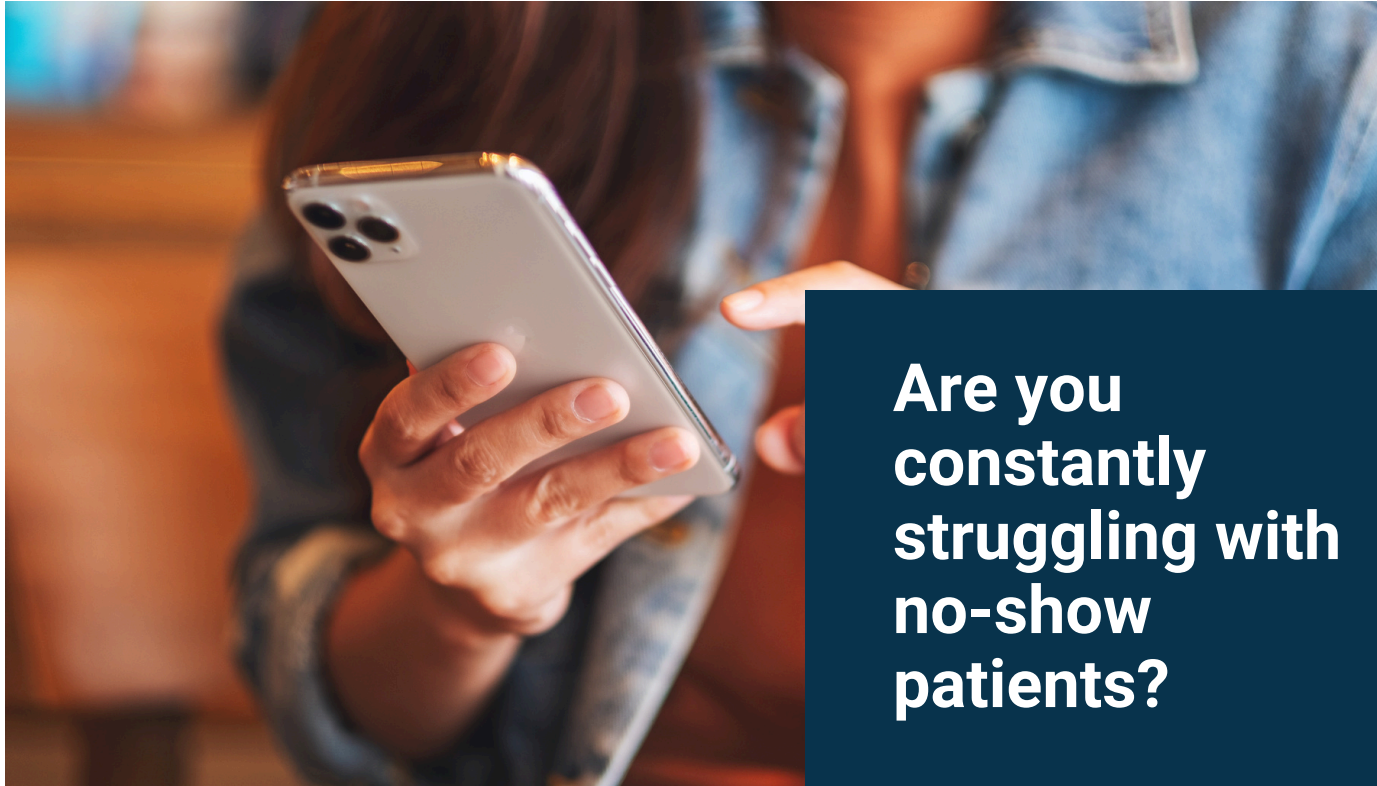
THE IMPACT OF BROKEN APPOINTMENTS

Managing broken appointments is a critical aspect of running a successful dental practice. Unattended appointments disrupt schedules and result in financial losses and inefficiencies.

This guide provides actionable tips to help dental professionals minimize the occurrence of broken appointments, ensuring a smoother operation and improved patient engagement.



A Predictable Schedule Starts Here



**Are you
constantly
struggling with
no-show
patients?**



By identifying potential no-shows in advance, you can take control of your schedule and ensure smooth operations.

The battle against broken appointments starts in the treatment room.

With the right education and value-driven interactions, you can drastically reduce missed appointments. Implement these proven tips and watch as your no-show rate plummets. Master the art of control, perfect your verbal skills, and follow our exact systems to start seeing your patients stick to their appointments!

Reducing Broken Appointments

PATIENT EDUCATION

Clear communication about the necessity and benefits of immediate care can encourage patients to commit to their appointments.

Educate patients about the importance of timely treatment when diagnosing the needed procedures. Explain the consequences of postponing treatment, including increased costs and worsening conditions.

Creating predictability is easy with systems that work in tandem.



FINANCIAL AGREEMENTS

Over 50% of last-minute cancellations are due to no financial agreement being established. Ensure a firm financial agreement, which may include prepayment, is established with the patient before scheduling the appointment.

PATIENT CONTACT DETAILS

Approximately 13% of appointments are unconfirmed due to incorrect contact information. Collecting accurate contact information from patients, specifically the best number to reach them during the day.

Confirmation Tips

WHY, WHEN, AND HOW TO CONFIRM PATIENTS?

Confirm appointments early in the day before the scheduled date if the patient has not confirmed via email or text.

Start with an email three days in advance, followed by a text two days before, and a phone call the day prior if still unconfirmed. Avoid multiple reminders, as they may imply you expect a cancellation.

WEEKEND TEXTS

For Monday appointments, send a text over the weekend if your office is closed on Fridays. A friendly message like, "We hope you are enjoying your weekend. We look forward to seeing you on Monday at [appointment time]," can reinforce the commitment.

TONALITY

Listen carefully to the patient's tone during confirmation calls. Never consider unacknowledged voicemails, emails, or messages as confirmed appointments.

TALK TO THE PATIENT

When confirming over the phone, always speak directly with the patient. Ensure they understand the importance of their appointment and feel valued.

PATIENT LOYALTY AND SHOW RATES

Long-term patients are less likely to miss appointments. Foster strong relationships to build patient loyalty and reduce no-show rates.

WHEN TO DOUBLE-BOOK

Double-booking patients as a precaution may be necessary when:

- **History of Broken Appointments:** If a patient has broken their past two appointments
- **Unable to Confirm:** When you've been unable to reach a patient for confirmation despite multiple attempts.
- **Outstanding Balances:** Patients with outstanding balances may be less committed to their appointments

Warding off Broken Appointments

MANAGE REPEAT OFFENDERS

Avoid prescheduling patients with a history of breaking appointments. Instead, place them on a “Short Notice Call List” and contact them when there is a change in the schedule.

AWARENESS OF GOVERNMENT-SPONSORED PROGRAMS

Be aware that patients on government-sponsored programs tend to break appointments more frequently. Tailor your scheduling strategies accordingly to minimize disruptions.

RECOGNIZE HABITS OF YOUNGER PATIENTS

Recognize that younger patients are more likely to break appointments or no-show. Develop strategies to engage this demographic more effectively.

HIGHLIGHT APPOINTMENT TIMES

Let the patient know their appointment time is reserved exclusively for them.



The Forbidden Phrase: “I will call you if we get a cancellation.”

Eliminating words like “cancellation” from your vocabulary will create an impression that cancellations are rare.

More Information About Our Services

Discover proven training and management systems tailored for your practice model and your team.

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Sandy Pardue, Senior Consultant and Lecturer, specializes in growing practices and de-stressing practice owners. Sandy motivates teams to create organized, productive practices with less stress for the practice owner.

**REAL RESULTS.
REAL SOLUTIONS.**

Classic Practice Resources (CPR) and Sandy Pardue are the catalysts for transformative success in the dental industry.

Our mission is to empower dental professionals to reach unparalleled heights, whether they aspire to lead a multi-million-dollar practice or cultivate a thriving, smaller office.

JOIN US

For more information on how CPR can transform your dental practice, visit our website or contact us today. Let's create a future where your practice doesn't just succeed—it excels.

Let Us Train Your Team

INVEST IN THE SECRET WEAPON THAT SUCCESSFUL PRACTICES SWEAR BY - COMPREHENSIVE FRONT DESK TRAINING!

Imagine a front desk team that handles patient interactions with ease, schedules appointments flawlessly, and keeps your practice running like a well-oiled machine. A well-trained team is not just efficient—they're happier, more engaged, and less likely to seek employment elsewhere.

Our upcoming Front Desk Training Seminar is designed to empower your team with the skills and confidence they need to excel.

Get your front office trained!

**FRONT
DESK
PRO™**
WITH SANDY PARDUE

- Reduce broken appointments
- Improve phone skills
- Increase treatment acceptance

**Additional
Dates
Available!**

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