

PHONE SCRIPT FOR PATIENT CANCELATIONS

Mrs. Jones I'm sorry you are having a conflict with your scheduled appointment today. Is there anything that I can do to help you so you can keep this appointment? The hygiene schedule is very busy and it may be more than a couple months before I can get you back in. I would hate to make you wait and run the chance of not fully utilizing your insurance benefits that you pay monthly for.

Mrs. Jones I'm sorry you are having a conflict with your scheduled appointment today. Is there anything that I can do to help you so you can keep this appointment? Maxine is going to be so disappointed. She was really looking forward to seeing you today and checking those areas that she was concerned about last time.

Mrs. Jones I'm sorry you are having a conflict with your scheduled appointment today. Is there anything that I can do to help you so you can keep this appointment? The hygiene schedule is very busy and it may be more than a couple months before I can get you back in. I would hate to make you wait and run the chance of not fully utilizing your insurance benefits that you pay monthly for.

I understand that you still need to reschedule. For future appointments the practice does have a 24-hour cancellation notice with a fee of \$50. This one time I will be more than happy to waive that fee for you and reschedule your appointment.

DO NOT RESCHEDULE THE APPOINTMENT IN THE NEAR FUTURE. IT NEEDS TO GO OUT AT LEAST A FEW MONTHS. YOU CAN INFORM THE PATIENT THAT YOU WILL KEEP HER/HIM IN MIND IF YOU HAVE A CHANGE IN YOUR SCHEDULE.