

Advanced Practice

MANAGEMENT

Shelly Ryan RDA, Dental Management Consultant
Website: www.AdvancedPracticeManagement.com
Shelly@AdvancedPracticeManagement.com • 952-921-3360

TEN POINT RECALL SYSTEM CHECKLIST

1. What was our appoint ahead percentage this last month? _____%
2. Did hygienists help selectively preconfirm patients who were due this month that had previously set up an appointment? Yes _____ No _____
3. Were all the other patients that had set up appointments confirmed one or two days in advance? Yes _____ No _____
4. Were patients who did not previously set up an appointment sent a card and followed up with a week later with a phone call? Yes _____ No _____
How many cards? _____
5. Delinquent Recall:
Did we send out cards or letters to people 3, 6, 9 and 15 months past due and follow up with the calls about one week later? Yes _____ No _____
on 3 month list _____
on 6 month list _____
on 9 month list _____
on 15 month list _____
Total # cards sent to past due patients _____
Total # of calls made to these patients (see Calls Tracking Form) _____
Total # of delinquent patients schedule _____
6. How many e-mail addresses _____ and cell phone numbers _____ did we gather?
7. Do we have at least two hours after 5:00 each week to reach people we couldn't reach during the day? Yes _____ No _____
8. Could we fill additional hygiene time next month? Yes _____ No _____
9. Is hygiene downtime under 12% of hours worked? Yes _____ No _____
10. Are we sure that every patient leaves the office feeling better about themselves than when they entered the office? Yes _____ ☺ No _____