

New Patient Phone Call Bullet Points - Print this out and post near to every phone/computer in the office to support cross training so that you **NEVER HAVE TO PUT A NEW PATIENT ON HOLD!**

- **GREETING** You're reached Amy at Dr. Brady's office -who do I have the pleasure of speaking with? (*always get their name FIRST!*)
- **REFERRAL SOURCE** Who can we thank for referring you to our office?
- **MOTIVATION** What are you looking for in a dental office?
- **EXPECTATION** What would you like to accomplish on your first visit?
- **UPSELL** Who else in your family would you like to go ahead and schedule?
- **ASK FOR THE RESERVATION** We reserve time especially for new patients in our practice at 10:30 am so that we can make the best use of your time without any interruptions. Would you like Tuesday or Thursday this week?
- **HEALTH ISSUES/ALLERGIES** What medical conditions or allergies should we be aware of before you come in to see us?
- **CONTACT INFO** Do you mind sharing your email address, best contact number, and mailing address? We'd like to send you some information in preparation for your visit that will save you some time!
- **BEST WAY TO COMMUNICATE** How do you prefer that we communicate with you? (email, text)
- **DIRECTIONS** Do you mind if I text our location to your cell phone so that you find us easily?
- **DIRECT TO UPDATED SOCIAL MEDIA AND WEBSITE** We would love for you to check us out on Instagram so that you can get to know a bit more about our fantastic doctor and team, and see what other patients have experienced!
- **RECAP WITH ENTHUSIASM AND GRATITUDE** Thank you so much for choosing our office - we can't wait to meet you! What else would you like for us to know before we see you on Thursday at 10:30?