

No Shows and Cancellations

“Unlock the Mystery”

Synopsis:

No shows and last minute cancellations seem to be a common burning issue for dental professionals. Open time or downtime in the schedule causes significant concerns for many aspects of the practice. Unlock the mystery of why your patients don't value your time and how they can be retrained to honor your cancellation policies. It will no longer be “just a cleaning” so you stay in crisis management.

With an appropriately designed program, you can simplify the mystery of downtime management and discover you key strategies to reduce your stress.

Audience: DDS / Team

Learning Objectives:

- How to assess your demand for hours available
- How to track no shows and cancellations
- How to motivate patients to respect our time
- How to overcome cancellations on the telephone
- How to reactivate patients who have fallen out of practice
- How to operate at less than 10% non-productive time