



REDUCE OPEN CHAIR TIME

Dentrix Solutions for Boosting Production and Revenue



With Dentrix, you can:

- Send automated appointment reminders via mail, email and text message.
- Communicate more frequently with your patients to increase patient recall.
- Optimize appointment lists to schedule patients more efficiently.
- Monitor office production performance to identify areas of strength, weakness and opportunity.

Open time in the hygiene chair can greatly affect the overall production of your practice. In the average dental practice, up to 45% of patients in the hygiene chair are diagnosed with a clinical need. That means open hygiene chair time can directly impact your production and profitability.

With Dentrix you can breakthrough to a more productive, profitable practice. Dentrix gives you the tools and automated processes to monitor office production and keep your hygiene chairs full—from automated reminders by mail, email and text message, to management of patient lists and schedules.

Prevent Open Chair Time with eCentral

eCentral for Dentrix helps you reduce open chair time with automatic continuing-care reminders. The personalized emails and postcards work to keep your patient base active. After a patient schedules an appointment (which can be requested through a Dentrix-integrated website), eCentral begins the process of reminding the patient to reduce the possibility of a no-show.

Remind Patients 3–4 Weeks Prior to Appointment

The first recommended type of reminder is a personalized postcard, which is sent automatically from Dentrix. This reduces staff administration time and eliminates the need for expensive reminder card inventory.

Email Patients One Week Prior to Appointment

eCentral can then send an email reminder that gives the patient the ability to confirm the appointment. Confirmations are automatically updated in the Dentrix Appointment Book, making it easy to see which patients have confirmed and which still need to be contacted. Your staff will make fewer confirmation calls and have more time to focus on patients and performing other tasks.

Text Message Patients the Day of the Appointment

Finally, in the hours before the appointment, eCentral can send the patient a reminder via text message to help ensure timely arrival. The entire reminder process is completely customizable to send personalized messages on a schedule that best meets your practice's needs.

Fill Open Chair Time with Dentrix

The many list options in Dentrix allow you to easily create and manage databases of patients who are unscheduled, need an immediate appointment or are available to come in at any time. If patients do call to change or cancel their appointments, your staff can easily find another patient to schedule into that newly-open spot. Dentrix then makes it easy to contact that patient by phone or email.

Contact Patients Who Need Appointments

The Unscheduled List keeps track of patients who cancel or miss their appointments and do not reschedule. Your staff can check this list at least once a week and use Dentrix to contact the patients on this list to set up new appointments.

Contact Patients Who Need More Immediate Care

The ASAP List contains the names of patients who want to get in as soon as possible (but who don't have an emergency). Dentrix allows your staff to make a firm appointment for the patient, and then flag that appointment to appear on the ASAP List as well. In the event of a cancellation, your staff can immediately contact patients on the ASAP List, with a high likelihood of filling the appointment.

Contact Patients with Flexible Schedules

The Open List manages patients who are willing to come in at any time. This list works just like the ASAP List: A staff member makes a firm appointment and then asks the patient if they would be open to coming in earlier—perhaps on short notice—in the event of a cancellation.

Monitor Office Production

The Dentrix Practice Advisor, a unique new feature in Dentrix, quickly compiles your production data into concise, easy-to-read reports that help you monitor and quantify the impact of open chair time on your practice's production and financial health. This new feature also includes benchmarks and suggestions to improve your office operations and overall practice profitability.

Get Started Today

To learn more about how Dentrix can help you reduce open chair time—and lost revenue in your practice, call **1-800-DENTRIX** or visit **www.Dentrix.com**

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