



Confirming Patients

We cannot assume those patients that are currently in the schedule will be showing up, so it is vital to attempt to talk to each patient when confirming while we are in this new normal. You should still use all other resources you have to contact them but if you have any concerns with them not coming to their appointment, get them on the phone and talk with them.

Always start with something human and personal

- ⇒ How are you?
- ⇒ How is the family?
- ⇒ Learn a bit about how their life is going (**watch training video on human connection and proactive discussions)

Update them on the status of your practice

- ⇒ When you will be opening or what the status of your office opening is
- ⇒ Explain to them the protocol of how your office is or will be seeing patients
- ⇒ Discuss precautions that your office is taking for safety

Discuss their appointment and find out their intention of coming

- ⇒ Remind them of the appointment scheduled and the importance of it
- ⇒ Listen to their response and if they are planning to come to the appointment or hesitant
- ⇒ Find out what their considerations are and ask more questions, if needed

Decide if they should stay in the schedule or get rescheduled

- ⇒ If there is any hesitation that the patient will not arrive for the appointment, have an open conversation with them and discuss moving the appointment out
- ⇒ If they resist wanting to move the appointment out then explain the importance of showing up and not cancelling last minute
- ⇒ If they are ok to push the appointment out, get them to schedule a future date, letting them know you will communicate with them prior to that time to ensure they will be ok to arrive for that appointment

For those who schedule, review the new procedures for checking in and checking out and make sure they understand.



Document the conversation with the patient in their chart and in the appointment note if they scheduled their appointment. Revisit the notes, as necessary, when talking to the patient going forward as their situation, just like the office's, may change and adapt over the upcoming days, weeks and months.