THE TEAM TRAINING INSTITUTE

RECALL

Recall: Patients returning to the practice at your prescribed intervals.

Recall Strategies:

- Reschedule during current hygiene visit
- Morning huddle for patients with unscheduled hygiene visits
- Create and follow confirmation process
- Leverage technology for confirmation protocols
- Celebrate your recall successes

Who is responsible for managing recall in your practice? _____

What is your current recall process?

_____

_____

_____

What percent of your patients are scheduled for their next visit?* _____

*Reappointment rate goal is 90%. Pre-appointment (active hygiene patients with a scheduled appointment) rate goal is 70%.

What is your script for leaving a message about an overdue recall visit?

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