

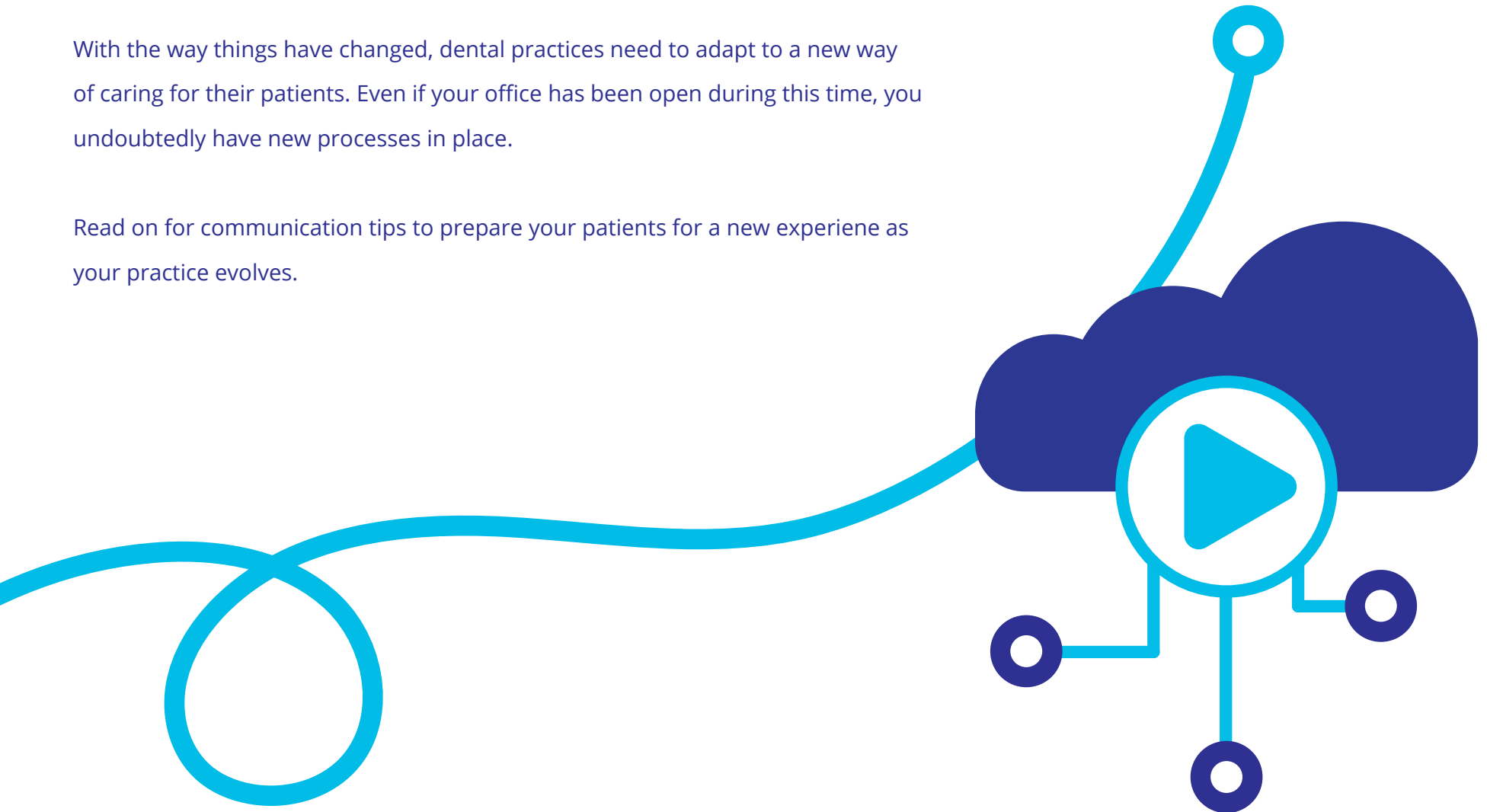
Preparing Your Practice and Your Patients for Their Experience in the New Normal



Moving from cassette tapes to online streaming

With the way things have changed, dental practices need to adapt to a new way of caring for their patients. Even if your office has been open during this time, you undoubtedly have new processes in place.

Read on for communication tips to prepare your patients for a new experience as your practice evolves.



Get information from patients prior to their visit and communicate key information ahead of time



Add form link to reminder messaging prior to the appointment asking patients to fill in a wellness form.

Pro Tip: An [example wellness form](#). This form can be used to reschedule patients that are showing symptoms. These kinds of precautions can help reassure your staff that every step is being taken to ensure their safety.

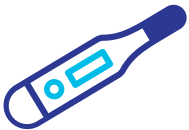
A screenshot of a digital 'Wellness Form'. It includes fields for 'First Name' and 'Last Name', a 'Phone No. (mm/dd/yyyy)' field, and a 'Email' field. Below these are several yes/no questions: 'Do you have a cough?', 'Do you have a fever now (or have you in the past 3 days)?', 'Are you experiencing shortness of breath?', 'Have you traveled outside of the country in the last two weeks?', and 'Have you come in contact with someone experiencing symptoms of COVID-19 in the last 7 days?'. A blue 'Submit' button is at the bottom.

Communicate what actions your practice will be taking to limit risk to your staff and patients. These details should be communicated to any patients that have upcoming appointments, so they are prepared for their visit.



Pro Tip: Sending new process reminders via text message is a great way to make sure that your patients are equipped with the information they need to follow your protocols.

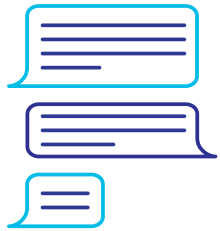
Let the patient know that their temperature will be taken in the parking lot or at another point prior to having their appointment completed.



Communicate a revised cancellation policy that provides more flexibility for patients.



Optimize new check in procedures with real-time communication



Practices who implement a virtual waiting room can require patients to text the practice upon arrival and the front desk can use two-way text to communicate with patients in their predetermined waiting area.

Pro Tip: Ensure you have a two-way texting program available on your office computer to ensure things run smoothly and make it easy on your office staff.

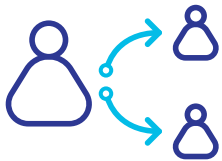


Implement a one-in/one-out procedure and optimize the transition time.

Implement emergency messaging and mitigation measures



Set up an emergency messaging sequence that you can easily launch at a click of a button.



Implement mitigation procedures and develop a communication plan in case this is needed.

Start thinking touchless transactions



Get patients to register online through a secure, paperless form that is integrated with your patient communication system.

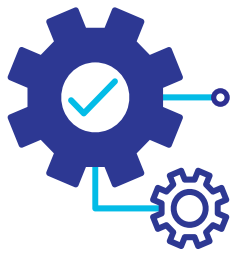


Communicate new payment methods - online payment or touchless transactions - with reminder messaging.



Go paperless with your pre- and post-op instructions to decrease the contact between patients and front desk. Send all paperwork needed for that specific appointment through customizable appointment-based messaging.

Communicate with patients from your home



Empower staff to handle patient communication remotely. This means more reliance on automation and technology.

Pro Tip: Ensure the system your staff uses is cloud-based so it can be accessed remotely without any physical installation.

Encourage reviews



You've created a safe and exceptional patient experience, now let other potential patients know about it. Send surveys to gather feedback after appointments and encourage your happiest patients with a review reminder online.

Get your business health back in order



All the missed appointments have hit your bottom line. Help to offset these by optimizing your revenue stream. Are you able to make accommodations for out-of-pocket payment for certain procedures, for patients who have lost their insurance coverage? See where you can make price adjustments, or extend billing terms, to keep patients from putting off care due to financial concerns.



Make sure to get a complete 360° view of your practice especially around:

1. Chair optimization.
2. Determining profit margins for different appointments to know which ones to prioritize.
3. Track revenue levels to understand when staff can be rehired.
4. Incomplete patient information (Insurance plan details, contact info).

Intiveo: Patient Communication Software That's Personal

Intiveo is a cloud-based patient communication software that provides automated and customizable patient communication that fits your practice. We help 14,000 providers deliver 50 million messages to improve the outcomes of 18 million patients.

Our features that help your practice:

- Customizable, procedure-based messaging
- Attach key documents and forms
- Easy-to-update reminders
- Automated recall messaging
- 2-way chat
- Post-appointment surveys and reviews requests
- Multi-language
- Analytics
- Cloud-based software

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