



Comprehensive Recall

A step-by-step approach for creating and maintaining an efficient patient recall system. Includes examples of effective record-keeping, scripts, sample letters and more.

PEN Members: \$28.50 List Price: \$40.00

- 1. Introduction:** Vital Recall Elements Every Practice Must Know, Patient Education, Patient Satisfaction
- 2. Pre-Appointing:** The Cornerstone of Recall, Preliminary Preparations, Laying the Foundation with the Patient, Patient Handling at the Front Desk
- 3. Recalling Your Patients:** Immediately Following the Patient's Departure, Procedures for Confirming Pre-Appointments, Advantages, Disadvantages of Confirmation Methods, Phone Confirmation, Confirmation Letter, Confirmation Postcard, Letter with Response Card, Handling Patients Who Have Not Been Pre-Appointed
- 4. Pre-Appointing Troubleshooting**
- 5. Tracking Your Effectiveness**
- 6. Reactivate or Purge?:** Reaching Out to Your Lost Patients, Two-Year Phone Reactivation, Three-Year Mail Reactivation, Purging Inactive Patients
- 7. Recall of the Future**
- 8. Appendix of Samples**
Script for a 30-Day Phone Confirmation, Postcard for a Patient – Unable to Confirm, 30-Day Confirmation Letter with Response Card, 30-Day Confirmation Postcard (2 versions), Appointment Card for Exam Room, Pre-Appointment Phone Log, Summary Report of Pre-Appointment, Phone Log, Phone Reactivation Script, Log, Reactivation Postcard (2 versions), Reactivation Letters, Three Years, Four Years