**Example of Phone Calls to Patients Post COVID-19**

**Purpose:** For the business to get strong again we need to get our production in for the month. Yes! We are working some extra days however; we need to feed our non -production into May since we will be very limited on days remaining in April. Please make each patient feel as though they are the most important patient. Try your best NOT to make their treatment feel less valuable or less important than someone else’s in the practice.

**Team:** (Patient) We are back in action! How have you been?

**Response:** (make detailed notes in your practice software with any important information the patient provides you with)

**Team:** Dr. (name) wanted me to call and adjust your appointment. He needs to see you on (Date of new appt.) if at all possible.

**Response:** We are working our best to serve all of our patients with the same great service we have always provided! Thank you for working with us and even more thank you for your loyalty to (Company name)