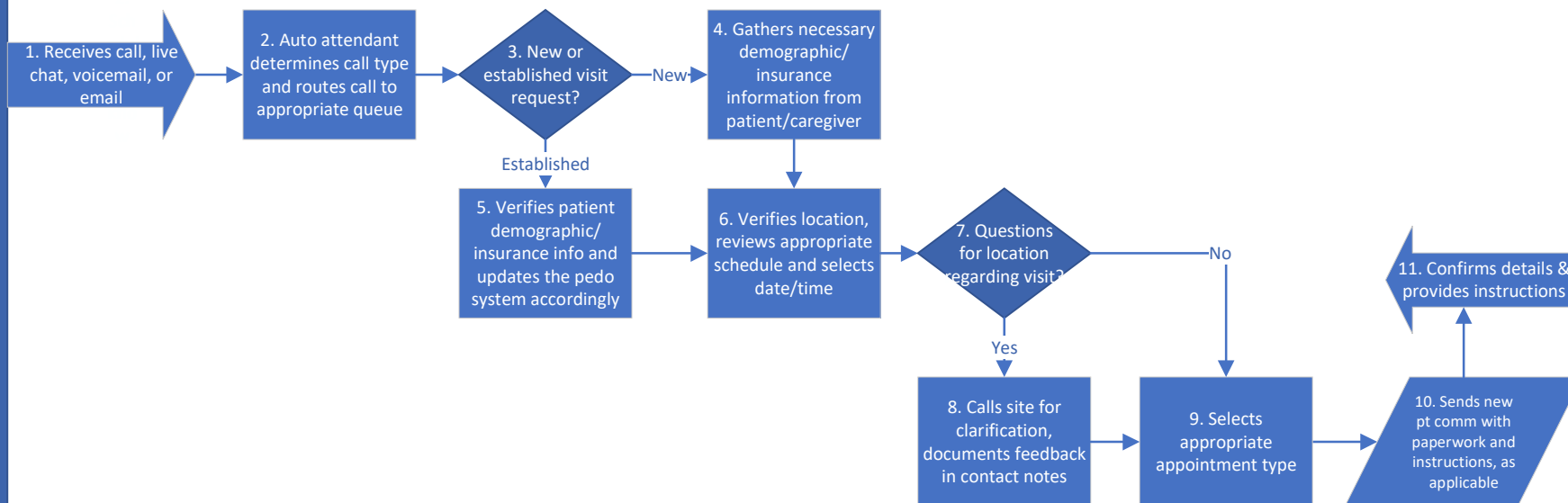


Scheduling – Communications Center

Communications Center Specialist



4. The following data should be captured for new patients:

- Has the patient been to the dentist before? If yes, when and where?
- Policy holder's demographic details
- Insurance information
- Basic demographics (name, address, phone number, email) for patient
- Referral source
- Notes for problems/concerns

6. Appointment types drive colors on the calendar.

7. The office is only contacted, if necessary. Many times the communications center resources can answer questions and handle patient requests.

11. Provide details that 24 hours' notice is required for cancellation and rescheduled appointments.

11. At the Coastal SC locations, for new patients and patients with changes to insurances the call is then routed to the benefits team.

Additional questions/comments:

1. PM and RDO should be the only users in the office who can block/change schedule templates.

2. There is a team member on-call after regular business hours; calls are automatically routed to the on-call resource after hours.