SECRETS



SCHEDULING

COURSE OUTLINE

AN ON-DEMAND MASTERCLASS DEDICATED TO YOUR ORTHODONTIC SCHEDULING COORDINATOR



COURSE DESCRIPTION

IMAGINE THIS

Your role as a scheduling coordinator is to be the “face of the office” or as we like to call it, the “google of the office” - balancing the schedule for both your team as well as your patients!

Each and every day you are faced with multiple new challenges and questions: “Why is the schedule so light this morning?”, “Why is it so heavy this afternoon?”, “Why would you put this appointment HERE?”, and the kicker….”It needs to be an after school only appointment”. All throughout the day it’s as if you are having to come up with reasons as to why you scheduled the way you did.

Well, what if we told you that TWO’s got your back!

Secrets to scheduling is an on-demand masterclass specifically designed for orthodontic scheduling coordinators. Let’s dive into schedule templates, phone etiquette, reports and goals to ensure a comfortable schedule for your office’s needs!

AFTER THIS COURSE, WE WANT YOU TO:

- Understand what reports to run and when
- Communicate clearly and effectively
- Demonstrate the ability to implement an efficient schedule template

SECRETS  SCHEDULING

CHAPTER ONE:
ROLE OF A SCHEDULING COORDINATOR

CHAPTER TWO:
SETTING THE STAGE

CHAPTER THREE:
NEW PATIENT INTAKE

CHAPTER FOUR:
SCHEDULING POLICIES

CHAPTER FIVE:
SCHEDULING TEMPLATE

CHAPTER SIX:
HOW TO PROPERLY SCHEDULE

CHAPTER SEVEN:
DIFFICULT APPOINTMENTS

CHAPTER EIGHT:
MISSED APPOINTMENTS

CHAPTER NINE:
MORNING MEETINGS

CHAPTER TEN:
GOALS AND REPORTING