

GKAS Telephone Scheduling Form

“Hi, Practice name, this is, your name, how may I help you?”

“I am calling about the free dental care, can I schedule an appointment?”

“Yes, of course. How old is the child, and do you have dental insurance?”

“The child is 7, and he does not have insurance”

“This program is designed for underserved children that do not have the means to pay for dental care, would you say you fit this description?”

“yes”

When it is stated the patient is eligible to be seen, then continue collecting the data:

If patient is not eligible for program, offer a side book free exam only- this will be a complimentary exam to introduce them to the practice, please make this appointment on a regular business day, not on GKAS day.

Name _____ Age _____

Address _____ Phone _____

School _____

How did they hear about the program? _____

Does your child have a dental problem? _____

Does your child have any allergies or health concerns? _____

It is important to identify if the child has any current dental problems, pain, visual decay? Do they have any special needs we need to be made aware of? _____

This will help with how and with whom they should be scheduled.

“Ok I have time at _____ o’clock, and _____ o’clock, which time do you prefer?”

Record the appointment.

Finish with, “welcome to our Give Kids a Smile event, I will be sending you a packet of registration materials, and the appointment details. It is very important you bring this information with you at your scheduled appointment.

Identifying underserved children for our GKAS event

We make every attempt to promote our event to the appropriate families. However the information may end up in the hands of families that do not fit the “requirements” for the event. I have outlined a few questions and statements that can help you identify if the child is in need of our service.

- Age. The children seen in our office for GKAS are 12 and under.
- Are they current patients with Kidzdent? Have they been seen for this event in prior years at Kidzdent? If either of these answers is yes, they do not qualify. There are some exceptions to this rule, if you encounter this please see Christine, Nancy or Sherrie for approval.
- Do they have insurance? If the answer is yes they have benefits and do not qualify.
- We cannot ask for any type of financial or income verifications and are simply going on the “honor system” by stating “This event is for children that their families cannot afford treatment and routine dental care, does your family fit this criteria”?

Kidzdent: Thank you for calling Kidzdent, Keri speaking how may I help you?

Mom: I got a flyer from my school for the free dental care. Can I schedule an appointment?

Kidzdent: Yes of course. I have a few questions prior to scheduling. How old is the child?

Mom: 7 years old.

Kidzdent: Do you have dental insurance? Are you a patient at Kidzdent, or have you been seen for this event in the past?

Mom: No

Kidzdent: When was the last time your child had a dental visit?

Mom: Never

Kidzdent: This event is for families that do not have the means to pay for dental care, does your family fit this requirement?

Mom: Yes

Kidzdent: Okay let's get you scheduled.

Obviously there is the possibility of many variations with the scripting. Please use your judgment carefully.

-When you ask if there is insurance and the answer is “yes” please say “This program is designed for underprivileged children with no access to dental care”.

-When asked if they are a current Kidzdent patient. Please respond “This program is designed for underprivileged children with no access to dental care”.

-When asked if they have been seen for GKAS previously? “This program is designed to provide access to care for underprivileged children. By attending in the past your child has been provided with access to care through our office but not on the GKAS day. We also will sometimes offer a reduced (dmo) rate. Please use your judgment carefully.

-If the parent is persistent “We really need to offer the program to first time patients so they can too be provided with access to dental care”

-If the parent still insists on getting an appointment, ask to hold and speak to a manager.