



RATE YOUR NEW PATIENT experience

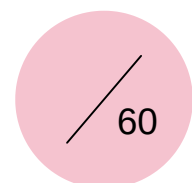
How well are you and your practice placed to deliver an exceptional service to new patients?

1 = never, 2 = seldom, 3 = sometimes, 4 = often, 5 = always

We answer the phone within 3 rings and never put anyone on hold.	1	2	3	4	5
When we discover we're talking to a NP, we say welcome to our practice!	1	2	3	4	5
We aim to schedule a NP for a comprehensive exam unless they are in pain.	1	2	3	4	5
We spend 7-10 minutes on each NP call (not counting leaving them on hold!)	1	2	3	4	5
Every NP receives a welcome pack/email with a letter introducing the dentist, team and also registration forms and tx information.	1	2	3	4	5
We thank the patient who referred a NP to our practice with a card or gift.	1	2	3	4	5
We always know exactly what time a NP is due and are ready and waiting to say hello!	1	2	3	4	5
We ask NPs to arrive 10 minutes early to fill in paperwork and give them a tour.	1	2	3	4	5
Our dentist is always ready on time to seat the NP.	1	2	3	4	5
We have a NP Exam protocol and template or checklist we follow for every exam.	1	2	3	4	5
The dentist has enough time to discuss treatment and answer questions after each exam.	1	2	3	4	5
Every patient receives a written fee estimate within 7 days of their exam visit.	1	2	3	4	5

HOW DID YOU SCORE?

48-60 Well done! Your practice is doing a great job with many elements of the NPE.



Enhance your NP Experience with the Aspire2d **Front Desk Course** www.aspire2d.com.au/store