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A NOTE FROM THE AUTHOR

WELCOME TO ASPIRE2D'S FREE RESOURCES

Congratulations on pursuing new skills and knowledge with Aspire To Dental!

My name is Renata Emilianowicz and I am a qualified dental practice manager with 30 years of hands-on clinical, front desk and admin experience in private dental practices in Melbourne, Australia.

In 2012 I founded Fledgling Dental Services, practice management consulting, and began sharing my management knowledge and front desk expertise with dentists and their teams, improving their practices and enhancing their skills. In 2020, Fledgling made the pivot to Aspire2d to meet the needs of the dental team; namely the assistants, front desk and managers who want to learn and develop professionally through continuing education.

My courses aim to provide you with the knowledge, skills and tools to become confident, proactive, effective and skillful. Dental life can be challenging and the more knowledge and skills you take up, the more successful, valuable and sought-after you become!

I hope you enjoy this free resource and that it brings you closer to your own goals. Remember as you move forward, that you are investing in yourself and that is awesome!

Well done to you!

Renata Emilianowicz
Renata Emilianowicz
Founder of Aspire2d.com.au

RESERVATION FEE PROTOCOL

The reservation fee (RF) is a **non-refundable payment** to secure and **confirm a future appointment** time, at the time of scheduling. The RF ensures the patient is **committed** to the treatment and to the appointment time, and that the practice is **protected** from a potential financial loss.

The RF is required for appointments/times that are considered high value, have high cancellation rates and/or require additional needs; such as:

- over 60 minutes in duration
- high production, for example crown preparation
- evening or weekend sessions
- individualised cases or special materials, for example implant surgical procedures, Cerec
- specialist practitioner
- CSN2 or FTA2 patients

RESERVATION FEE PAYMENT

- Fee is calculated on an hourly rate, for example \$250 per hour or \$125 per 30 minutes
- Fee is payable (cash/card) on scheduling or at least 5 days prior to appointment date
- Amount paid will be deducted from treatment fee on day of service
- Fee may be forfeited (charged as an administration fee) if appointment time is not kept

FORFEITED RESERVATION FEE

The FDC must **clearly communicate** the RF terms so that the patient understands that in order to protect their RF payment, the **allowable notice** must be given to **make a change to the appointment**. The RF will be forfeited (lost), either partially or in full, if the patient does not give the required notice.

- An administration fee of \$100 per hour will be deducted from the RF amount paid
- The remaining amount can be transferred to the next appointment time (and balance of next RF paid) or refunded
- The patient must give 2 working days' notice to make a change
- The patient can substitute their appointment time with a family member to avoid the admin fee, if appropriate
- The practice can use discretion in waiving fees in the event of sudden illness or unavoidable circumstance such as an accident or death.

RESERVATION FEE PROTOCOL

1. Schedule appointment
2. Discuss payment of reservation fee
3. Gain consent to pay
4. Take payment (or schedule time to receive payment by agreed date)
5. Fill in Reservation Fee Letter - scan to file, give patient original
6. Make detailed notes in patient file
7. Mark appointment as RF paid
8. Make note in appointment book to follow up payment if required

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RESERVATION FEE PROTOCOL VERBAL GUIDE

Dentist to patient: Robert, <FDC name> will help your schedule the crown visit now. Thanks for coming in today, I look forward to seeing you next time!

FDC schedules appointment

FDC: Let me confirm your appointment Robert, you're scheduled for the first visit for the crown on ... at ... The cost will be \$ less your rebate from your insurance fund. You'll be with us for 90 minutes. To secure this appointment time Robert, we ask for a reservation fee of \$375 which will be deducted from the total fee. How would you like to make that payment?

or for Saturday/evening session

Let me confirm your appointment details

Saturday/evening appointments are out of our regular hours so we do ask to secure that booking now with a reservation fee of \$50.

This fee will be: (choose the appropriate condition)

- ***deducted from your treatment cost on the day***
- ***will remain in your account until your treatment is complete***
- ***will be refunded if there is no treatment fee***

Patient consents and pays:

Thank you so much, we really appreciate that Robert. Let me write down the details for you so you know the balance for next visit.

Patient unable to pay today:

I understand, let me call you in ... days to collect the payment over the phone with a credit card. Let me write down the details for you so you know the balance for next visit.

Patient queries the need to pay the fee:

With these lengthy/surgical appointments we prepare days in advance so we kindly ask for our patients to commit to the time. It helps us to provide a better and more affordable service to everyone.

Saturday/evening appointments are very special times and our team are committed to working out of regular hours for your convenience. We are happy to do that, so we ask our patients to commit to that time too. Thanks for your understanding.

Patient still unsure "I'll think about it":

Is there something in particular that's concerning you?

Do you need some more information about the treatment?

Let me organise Dr X to give you a call to answer your concerns.

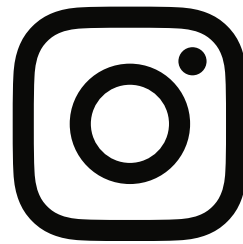


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Renata Emilianowicz