Lakeside Family Dental
100 Lakeside Way, Suite 1, Harbor City, CA

Front Desk Phone Script

Owner: Office manager | Reviewed every six months | Version 2

Answering every call

Answer within three rings, smiling. Say: "Thank you for calling Lakeside Family Dental, this is (your name). How can I help you today?" Use the caller's name as soon as you have it.

New patient calls

- Say: "We would love to see you. May I get a few details so we can find you the right time?"
- Collect the full name, date of birth, mobile number, email, insurance carrier and member ID.
- Ask what brings them in. A toothache or broken tooth goes to the emergency steps below.
- Offer the first two new-patient exam openings; never ask "when works for you?" first.
- Confirm the time, text the new-patient forms link, and say what to bring: photo ID and insurance card.

Emergency calls

Ask: Is there swelling? Bleeding that will not stop? Did an injury knock a tooth loose or out? Do you have a fever? Two emergency slots are held every day, one in the morning and one in the afternoon. Offer the next one.

- Facial swelling with fever, or any trouble breathing or swallowing: tell them to go to the emergency room now.
- A knocked-out adult tooth: keep it moist in milk and come in right away; tell the clinical team at once.

Cancelling or rescheduling

- Say: "I understand. Let me find you a new time right now so you stay on track."
- Offer two specific alternatives before ending the call, and note the reason in the appointment.
- Remind them kindly that we ask for 24 hours' notice so another patient can use the time.
- Put the opened time on the ASAP list and call the first two patients who fit.

Recall reminder calls

When the hygiene coordinator hands the front desk part of the recall list, call from it between patients. Use the words in the Hygiene Recall Procedure, offer one morning and one afternoon, and log every attempt in the patient's contact notes the same day.

Placing a caller on hold

Always ask first: "May I place you on a brief hold?" and wait for the answer. Check back every 30

seconds. If it will be longer than two minutes, offer a call back and write down the best number.

Closing the call

Repeat the appointment day and time, ask "Is there anything else I can help you with?", and thank them for choosing Lakeside Family Dental.