



Recall
Effectiveness



Work with our specialist team to
achieve **recall effectiveness of over 85%**
and boost your practice revenues

ENSURE YOUR PATIENTS RETURN TO PRACTICE, EVERY TIME

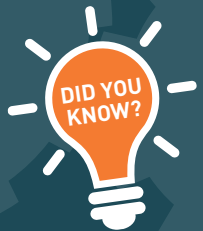
HAVE YOU SPOKEN TO OUR SPECIALIST TEAM AND BENCHMARKED YOUR RECALL EFFECTIVENESS?

At a time when more and more patients are either postponing routine appointments or not attending at all, the issue of recall effectiveness remains a key challenge for practices. Knowledge of the impact of recall success on overall business performance is surprisingly poor in many practices; with the average dental practice in the UK struggling to achieve a recall effectiveness of 58%.

Yet an effective patient recall system is the back-bone of any successful dental practice; as it ensures that patients remain loyal and regularly return to practice for treatment.

Research from over 1,500 dental practices shows that the most successful ones are automatically sending multiple recall messages, at regular intervals, across a range of media - ensuring their patients come back every time. With the help of our Features Implementation Team you can benchmark your recall effectiveness against the top UK practices to ensure your practice is reaching its full potential.

Work with us to implement a 10-stage best practice approach that means you too can achieve a recall success rate of well over 85%.



38% of patients in the UK don't have a valid recall date

“The result for the business has been staggering; from September to December last year we saw a 24% increase in the number of returning patients.”

James Todd, Business Development Manager, One Dental



EasyPost

EasyPost is a unique service that allows you to send patient letters directly from **EXACT**, without printing a single thing onsite at your practice. Simply set-up personalised letter templates and decide when you want patient letters to be sent; freeing up hours of administration time and ensuring a consistent, timely approach to patient communications.

Products and services from Software of Excellence that can help you achieve recall effectiveness of 85%:

Online Booking

With 47% of website bookings made out of hours, **Online Booking** gives your patients the option to choose their next appointment with the click of a button, at any time. Keeping you in control, you have full management of your diary with the ability to select which appointments are made publically available.



Included in **EXACT** ★

The **Workflow Manager** module in **EXACT** automatically prompts you to pre-book patient recalls and capture key contact information before they leave the practice. With the integrated automated recalls functionality in **Recall Manager II** and help of our Features Implementation Team you are now able to completely automate patient communications via text, email and post – saving time and money whilst boosting practice revenues.

SMS and SMS replies

The **SMS and SMS replies** text messaging service is the most efficient way to recall, remind and promote offers to you patients. Integrated with **EXACT**, it can be configured so that patient responses are sent directly into the appointment book – filling white space and helping rebook short-notice cancellations at the click of a button.

**TALK TO
AN EXPERT
TODAY!**

Turning good practices into **great businesses**

**SOFTWARE OF
EXCELLENCE**
A HENRY SCHEIN® COMPANY

“Automated recalls is an essential tool for effective practice management, giving me peace of mind that patients aren’t slipping through the net.”

*Christine Bolton, Practice Manager,
Oak Lodge Dental*

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TALK TO AN EXPERT

Find out how Software of Excellence can help automate your recalls best practice. Speak to a Best Practice Consultant today!