

RecallMaxTM COVID-19
Recovery and Beyond

Auto Message Recommendations

Table of Contents

[What To Add To Your Automated Messages 3](#_Toc39840098)

[How To Chage Your Messages](#_Toc39840099) 4

[Appointment Confirmation Message Samples](#_Toc39840100) 5

[Appointment Reminder Message Samples](#_Toc39840100) 8

**Disclaimer\* Information provided contains generalized COVID-19 precautionary health measure information for reference purposes only and should not be used without review and modification to accommodate specific dental college or health authority COVID-19 regulatory measures in your area. This information is not intended to be a substitute for professional advice and is being made available for reference purposes only. RecallMaxTM disclaims any and all liability to any party for any direct, indirect, implied, punitive, special, incidental or other consequential damages arising directly or indirectly from any use of this information.**

**What To Add To Your Automated Messages**

The following message recommendations can be added to your existing automated confirmation and reminder messages to screen patients for COVID-19 related symptoms, as well as reassure and inform patients of changes to your appointment procedures.

Modify automated messages to start the process of informing patients of safety measures and changes in your appointment procedures versus attempting to explain them in detail. You can provide patients with detailed information as they get closer to their appointments with a confirmation call or by supplementing your automated messages with access to detailed visit information.

Automated messages can be followed with a personalized confirmation/screening call a few days before appointments **and or** by providing patients with access to detailed visit information that can be reviewed or downloaded from your website (**See RecallMaxTM COVID-19 Patient Visit Guide sample)**. Links can be included in all automated and personalized messages directing patients to this information.

Supplementing your confirmation procedures with a visit guide ensures patients receive detailed information related to your safety measures and appointment procedures, better preparing them for appointments.

The message samples on the following pages provide examples of directing patients to your website to acquire additional information. Text message samples are written to assist practices to remain within text message character limits of automated messaging systems.

**How To Change Your Messages**

RecallMaxTM ‘s **email messaging editor** allows you to add information to your existing confirmation and reminder messages in three areas; after your greeting, before your signature, after your signature. We have made recommendations below related to messaging content and placement for your consideration.

**Blue** print represents confirmation procedure options you can consider and other information you can add to your messages. Confirmation procedures and wording can be changed to meet the needs of your office.

Messaging recommendations have been provided in a Word file format so they can be easily modified and added to your existing messages. After insetting information into your message editor, consider using a different font color (i.e. red) to have your COVID-19 messaging stand out.

We have outlined in **blue** print, local area information you would insert into the guide and practice specific information you may wish to provide.

The visit guide sample outlines a range of precautionary measures offices are adopting across the dental profession and **should not be used without review and modification to comply with the specific dental college or health authority COVID-19 regulatory measures in your area.**

**Appointment Confirmation Message Samples**

 **Two Week / One Week**

**Email**

**After Greeting**

Our office has re-opened and we are taking extensive measures to protect the safety of our patients. You can visit our website ([www.practicenamelink.com](http://www.practicenamelink.com) ) and see COVID-19 Patient Visit Guide for important health and appointment information.

If you begin to experience symptoms such as cough, fever, shortness of breath, or other flu like symptoms after confirming your appointment, please call our office directly.

(Followed by appointment details - day / time / confirmation button.)

**After Signature**

We are looking forward to re-connecting with our patients and we hope all has been well with you and your family.

**Text**

If you experience COVID-19 symptoms before your appt please call. See our website for COVID-19 Patient Visit Guide

(Proceeded by appointment details - day / time / reply instructions.)

**Reminder Messages - 2 or 3 Days Before**

**Email**

**After Greeting**

If you begin to experience symptoms such as cough, fever, shortness of breath, or other flu like symptoms before your appointment, please call our office directly. You can visit our website ([www.practicewebaddress.com](http://www.practicewebaddress.com)) and see COVID-19 Patient Visit Guide for important health and appointment information.

(Followed by appointment details - day / time / confirmation button.)

**After Signature**

(Optional Notice) To maintain social distancing, we will be asking patients to wait in their vehicles or outside of the office until scheduled appointment times. The office will notify patients when treatment rooms are ready and patients will then be greeted by a staff member at the entrance.

**Text**

If you experience COVID-19 symptoms before your appt please call. See our website for COVID-19 Patient Visit Guide

(Proceeded by appointment details - day / time / reply instructions.)

**Day Of Reminder - Virtual Waiting Room Notice**

**(This can be activated by contacting RecallMaxTM support 1 800 651 8603 Ext. 1)**

**Email**

**After Greeting**

If you begin to experience symptoms such as cough, fever, shortness of breath, or other flu like symptoms before your appointment, please call our office directly.

**Before Signature**

To maintain social distancing, please call or text when you arrive and wait in your vehicle or outside of the office until your scheduled appointment time. The office will call or text you back when your treatment room is ready and a staff member will then greet you at the entrance.

(Proceeded by today’s appointment time details.)

**Text**

For social distancing, when you arrive, please reply **HERE** to this text and remain in your vehicle or wait outside of the office. We will notify you to come in.

(Proceeded by today’s appointment time details.)

**Appointment Reminder Message Samples**

**Due / Late / Overdue / Re-activate Messages**

**Email**

**After Greeting**

Our office has re-opened and we are taking extensive measures to protect the safety of our patients. You can visit our website ([www.practicewebaddress.com](http://www.practicewebaddress.com)) and see COVID-19 Patient Visit Guide for important health and appointment information.

(Followed by overdue appointment details - request appointment button.)

**Before Signature**

Please note - if you begin to experience symptoms such as cough, fever, shortness of breath, or other flu like symptoms before any future appointment, please call our office directly.

**After Signature**

We are looking forward to re-connecting with our patients and we hope all has been well with you and your family.

**Text**

We are taking COVID-19 precautions, see our website for Patient Visit Guide

If you experience COVID-19 symptoms before an appt please call.

(Proceeded by reminder information and reply instructions.)