

FRONT OFFICE *Rocks*®

The Leader in Dental Front Office Solutions & Training

Email/Letter Examples to Send to Patients to Get Them to Schedule

Insurance Reminder Email

Dear Laura,

As we near the end of your insurance year, we wanted to remind you to take advantage of any unused dental benefits. Every year you receive a maximum amount from your dental insurance company, and in most cases the unused portion of this amount is **lost** when the new insurance year starts. These are benefits you have already paid for!

Your dental care is important to us, and we want to make sure you get the care you need without overpaying for it. If you have been postponing dental treatment or are overdue for a routine exam and cleaning, now is a great time to come in. Please call us at **858-530-0300** or [request an appointment online](#).

We're looking forward to seeing you.

The team at Scripps Rock Dental

Flex Spending Reminder Email

Dear Laura,

Do you know how much money is currently in your Flexible Spending Account? With the year quickly racing by, and your last opportunity to "use it" before you "lose it," you owe it to yourself to check on the balance today. There is nothing worse than tossing away your hard-earned income.

If you still have money in your account, and are due for a cleaning or any other type of follow-up care, just give us a call and we'll schedule an appointment for you. Or, if you prefer, you can [book an appointment using our online system](#).

And remember, for next year, starting your care-year off early and working with us to develop a solid plan of action will ensure you never leave a single dollar on the table.

The entire team at Scripps Rock Dental.

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Outstanding Treatment Reminder Email #1

Dear Laura,

It was a pleasure meeting with you and reviewing your dental needs. I know it may be a little overwhelming, but I wanted to remind you that I am here to help you with any questions or concerns you may have regarding anything associated with your treatment needs.

If your treatment is urgent, based off the meeting you had with the doctor, please remember that waiting to start your treatment is never a good idea. With our schedule filling up fast, we advise that you [request an appointment today](#).

Please feel free to contact me at any time, via email or phone.

Jessica
Patient Treatment Coordinator
858-530-0300
Scrippsrockdental@gmail.com

Outstanding Treatment Reminder Email #2

Dear Laura,

The doctor has reviewed your chart, and it looks like you have previously diagnosed treatment that hasn't been completed. We recommend that you [schedule an appointment](#) or call us with any questions or concerns to take care of this as soon as possible. Many dental health conditions can deteriorate rapidly, resulting in a more painful and expensive treatment. Our goal is to get you healthy as soon as possible.

If you have questions, would like to schedule or want to update us on anything, please do not hesitate to contact me directly,

Thank you and I look forward to talking with you,

Jessica
Patient Treatment Coordinator
858-530-0300
Scrippsrockdental@gmail.com

Outstanding Treatment Reminder Email #3

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Laura,

During your last visit, the doctor discussed with you problems with one or several of your teeth and advised that you take care of them as soon as possible. We see that you haven't yet scheduled an appointment to get this done, and wanted to remind you of the importance of following through with the recommended treatment.

Delaying dental care can have permanent consequences for your health, and as your dental provider we urge you to take care of yourself.

Please call our office at 858-530-0300 if you have any questions or [request an appointment](#) today to get the treatment you need.

Thank you and please call if you have questions as that I what I am here to do. Help you get the best care you can get.

Sincerely,

Jessica
Patient Treatment Coordinator
858-530-0300
Scrippsrockdental@gmail.com

Overdue Recare Reminder Email #1

We've missed you, Laura...

At Scripps Rock Dental, we think of our patients as family. Family that gives us great joy, but also great responsibility of keeping you well and well cared for.

We want to make sure we're doing good by you — so we'd like to invite you back. Have you had a dental check-up lately? Have you been postponing treatment for one reason or another? We have great financing options, convenient hours and the latest technology to make your dental care affordable and pain-free.

Please call us today at 858-530-0300 to [make an appointment](#).

Overdue Recare Reminder Email #2

We wanted to remind you that you haven't seen a dentist for a long, long time.

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Maybe you've forgotten about your regular dental check-ups, but we keep thinking about you. At Scripps Rock Dental, our focus has always been on catching serious health issues before they occur. The only way for us to do that is to see you.

We're so committed to your dental health, we're going to make you a deal. Come in for your preventative check-up and a professional cleaning, and we'll give you a free teeth whitening. Just remember to bring the attached savings certificate.

The deal's good for 14 days, so [make your appointment today](#) by calling us at 858-530-0300. We'll have you in and out — looking and feeling better than ever.

Sincerely,
The team at Scripps Rock Dental

Overdue Recare Reminder Email #3

Dear Laura,

Thank you for trusting Scripps Rock Dental to help keep your smile healthy and beautiful. We take great pride in our preventative approach to your dental health and go to great lengths to bring our patients back regularly for comprehensive care visits.

Unfortunately, despite our continued attempts to contact you, it looks like you haven't seen one of our staff since June 23, 2016. We hope that you have been seeking care with another dental provider. If you haven't, you're doing yourself a great disservice by neglecting your oral health.

We'd love for you to come in for a regular check-up and a professional cleaning with our hygienist. Please let us know if there's anything we can do to make this important appointment happen. We hope that we hear from you soon and want you to know that you are always welcomed back so please give us a call.

Warm regards,

The team at Scripps Rock Dental
858-530-0300