Arbor

One-page script

Full-Arch Consult Follow-Up Script

For patients who leave a full-arch consult without starting treatment. Use it as a starting point and adapt it to your practice, your voice, and your consent rules.

BEFORE YOU START

- Text only patients who have agreed to receive texts from your practice, and honor any request to stop right away.
- Keep texts general. Do not put treatment details, fees, or health information in a text message.
- Log every touch and its outcome in your practice management system so the next person knows where things stand.

TOUCH TIMELINE

WHEN	CHANNEL	GOAL
Day 1	Call, then text if there is no answer.	Thank them and answer any open questions.
Day 3	Text.	Make it easy to reply with a question.
Day 7	Call.	Check on financing or the family conversation.
Day 14	Call, or text if you cannot reach them.	Offer a second option if financing was the barrier.
Day 30	Text.	Send a final, friendly note that leaves the door open.

WHAT TO SAY

DAY 1 CALL

"Hi [First name], this is [Your name] from [Practice]. Thank you for coming in to meet with Dr. [Last name]. I wanted to check whether any questions came up after you got home. I am happy to help with the plan, the schedule, or payment options."

DAY 1 TEXT, IF THERE IS NO ANSWER

"Hi [First name], this is [Your name] at [Practice]. Thanks again for coming in. If any questions came up, just reply here or call us at [phone]."

DAY 3 TEXT

"Hi [First name], [Your name] from [Practice] here. A lot of people think of questions a few days after their visit. If you have any, reply here and I will get you an answer."

DAY 7 CALL, IF THEY ARE TALKING IT OVER WITH FAMILY

"Many patients like to bring a family member into the decision. Would it help to set up a short call or visit with Dr. [Last name] so they can ask their own questions?"

DAY 7 CALL, IF THEY ARE WAITING ON FINANCING

"I wanted to see whether you have heard back on financing, and whether there is anything I can do to help with the application."

DAY 14 CALL, IF FINANCING WAS DENIED

"I am sorry the first application did not work out. That is not always the end of the road. Depending on your situation, there may be other options, such as a different lender, applying with a co-signer, or doing treatment in phases. Would you like me to walk you through what might fit?"

DAY 30 TEXT, IF THEY HAVE GONE QUIET

"Hi [First name], this is [Your name] at [Practice]. I do not want to keep reaching out if the timing is not right. If you would like to pick things back up, just reply here or call [phone]. We are here whenever you are ready."

WHEN TO STOP

- Stop right away if the patient says no, asks you to stop, or replies STOP, and note it in their record.
- End the sequence after the Day 30 text if there has been no reply. Do not keep calling.
- If the patient says the timing is not right, ask when would be better and set one reminder for that date.
- End the sequence as soon as treatment starts or a new visit is booked.