


Patient Review Prompts

Positive reviews are a valuable way for potential patients to gain confidence in your practice and could provide the encouragement they need to schedule an appointment. However, it is important that you inspire patients who have had a positive experience to leave a review online.

Here are a couple of methods you can use to ask a patient for a review.

After Patient Gives a Compliment

Patients who have had a good experience may verbally state how happy they are that they came in or how satisfied they are with the office and/or their treatment. If a patient gives you a compliment, you can respond by thanking them for their feedback and asking for a review.

A large, light green speech bubble with a white drop shadow, containing a sample response to a patient's compliment.

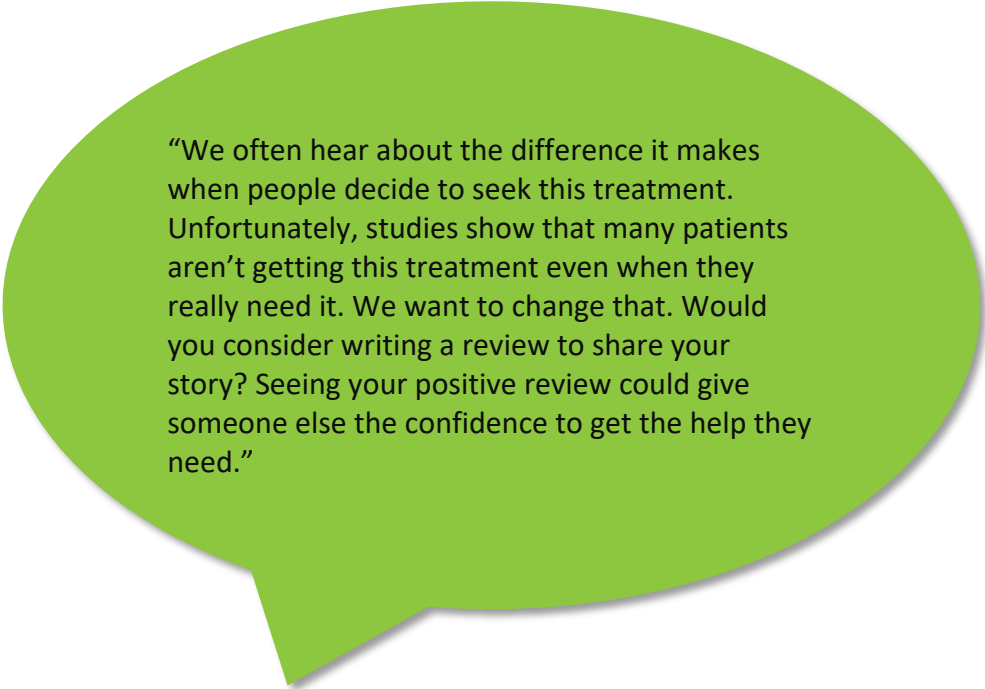
“Thanks so much for sharing that! We love hearing about the difference it makes when people decide to seek treatment. Unfortunately, studies show that many patients aren’t getting this treatment even when they really need it. We want to change that. Would you consider writing a review to share your story? Seeing your positive review could give someone else the confidence to get the help they need.”

Without a Compliment

If you know the patient is generally happy with the procedure or experience in the office, even if they have not verbally expressed their satisfaction, you can ask them to leave a review. In this

case, it might also be helpful to complete a patient exit interview to ensure they truly had a positive experience before you request a review.

If the patient does not open the review conversation by providing a compliment, you can simply ask for one.

A large, light green speech bubble with a white drop shadow, containing text.

“We often hear about the difference it makes when people decide to seek this treatment. Unfortunately, studies show that many patients aren’t getting this treatment even when they really need it. We want to change that. Would you consider writing a review to share your story? Seeing your positive review could give someone else the confidence to get the help they need.”

Conclusion

Whether you ask for a review in response to a compliment or otherwise, ensure that you provide the patient with all of the information they need in order to leave the review, like a review sheet, links to Google or Yelp, and anything else that could help make the process as effortless as possible.