

Splitting Hygiene Appointments Script

If a patient requests to continue their hygiene/maintenance appointments in your office and no longer wish to see their general dentists or hygienist for these appointments (possible for reasons related to COVID-19 safety, price, quality of care, convenience, comfort, familiarity, etc.), then you can use the following script:

Specialist Staff: “I understand. We’re glad you’re comfortable with the care provided in our office, and we appreciate your decision. Let’s talk about the best way to address this.

Dr. _____ (general dentist name) has reopened (or is reopening) after closure due to COVID-19, and all practices have been given the same safety requirements to ensure staff and patients are protected.

We work closely with Dr. _____ (general dentist name) to ensure all aspects of your care are covered, and we are here to monitor your periodontal condition and care. I’m sure you understand that Dr. _____ (general dentist name) is doing a different exam and treatment plan when you’re seen in their office, including the diagnosis of other conditions and planning for necessary restorative work. When we work as a team, you benefit and your dental health is addressed in the best way possible.

I’d like to encourage you to continue your regular appointments in Dr. _____’s (general dentist name) office. This way, you’d continue to be seen in each office twice per year on an alternating basis.

IF THE PATIENT INSISTS ON COMPLETING HYGIENE/MAINTENANCE ONLY IN SPECIALIST’S OFFICE:

“I’ll have Dr. _____ (specialist name) reach out to Dr. _____ (general dentist name) and coordinate on this. It’s uncommon to approach things this way, and they’ll need to discuss if it’s advisable and if doing this can continue to ensure full coverage of your dental health needs. I’ll get back to you and let you know if it is a possibility.”

Note: *The specialist team member must note the patient chart, coordinate with the doctor and referring office, and follow up with the patient to ensure this matter is fully addressed.*