**COMMON RECALL OR REACTIVATION BARRIERS**

**…AND SOLUTIONS**

During recall and reactivation calls, you may run into barriers when attempting to schedule patients. What follows is how to handle what we have found to be the four most common barriers.

**Patient says…**

1. **“I’m in the middle of something”**

Schedule a time to call them back. Get the best number to reach them. Keep a calendar for yourself and make a note for when to call them back.

1. **“I don’t have my schedule with me”**

Find out what time of day and/or day of the week they prefer to come in and go ahead and get them in the schedule. Then set up a time to call them back to verify that time will work. Make sure to note this in your own schedule so you remember to call them back.

1. **“Let me call you back”**

Find out when they will call you back. If they say “Thursday,” then let them know if you don’t hear from them by then, that you’ll give them a call.

If they say, “I don’t know,” or seem evasive or not communicative, then you may want to find out if there’s something that’s keeping them from coming back. It might be an upset of some kind or other. If not a simple handling, you might need to transfer the call to your Office Manager to handle.

1. **Something like: “You keep calling!” Or “Stop calling me!”**

You might say something like, “Well then let’s get you scheduled so I can stop!” The doctor wants me to get you in to ensure you maintain your dental health. Again, in these cases, you might find that the patient is sitting in an upset of some kind. Like above you may want to find out if there’s something keeping them from coming in and handle as in “#3” above.

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