

Welcome



Is your practice ready to turn new patient calls into scheduled appointments?

Struggling with new patient calls? Many dental team members haven't been trained enough to handle calls effectively, leading to missed opportunities to connect and schedule appointments. Without clear guidance and consistent accountability, even the most dedicated team can slip into bad habits and not make a strong first impression on the phone.

That's why we're gifting you our New Patient Phone Call Scorecard. This tool is designed to help your team approach every call with care, connect meaningfully with prospective patients, and collaborate to schedule appointments.

Our Crush the Call training bootcamp takes this further, providing your team with the skills, confidence and accountability to make each call count. Led by our founder, Susan Leckowicz, and our experienced coaches, we're here to help your practice thrive by creating lasting patient relationships and a full, productive schedule.

Let's empower your team to turn calls into commitments!

dentalCoaches
CARE CONNECT COLLABORATE

NP Call Identifier_____

Did you Smile! Take control of the conversation?	
Connect → The first impression Did you use the greeting, get the patient's name, and use it 3 times in the conversation?	
Care → Find out the patient's why. Be empathetic and curious Were you empathetic, curious and found out why the patient was calling?	
Convince → Create a positive statement/Promote the doctor Did you make a value statement? Did you sell the practice?	
Collaborate → Book the appointment! Did you get the NP booked?	
Name _____	____/5

dentalCoaches.com

NP Call Identifier_____

Did you Smile! Take control of the conversation?	
Connect → The first impression Did you use the greeting, get the patient's name, and use it 3 times in the conversation?	
Care → Find out the patient's why. Be empathetic and curious Were you empathetic, curious and found out why the patient was calling?	
Convince → Create a positive statement/Promote the doctor Did you make a value statement? Did you sell the practice?	
Collaborate → Book the appointment! Did you get the NP booked?	
Name _____	____/5

dentalCoaches.com

NP Call Identifier_____

Did you Smile! Take control of the conversation?	
Connect → The first impression Did you use the greeting, get the patient's name, and use it 3 times in the conversation?	
Care → Find out the patient's why. Be empathetic and curious Were you empathetic, curious and found out why the patient was calling?	
Convince → Create a positive statement/Promote the doctor Did you make a value statement? Did you sell the practice?	
Collaborate → Book the appointment! Did you get the NP booked?	
Name _____	____/5

dentalCoaches.com

NP Call Identifier_____

Did you Smile! Take control of the conversation?	
Connect → The first impression Did you use the greeting, get the patient's name, and use it 3 times in the conversation?	
Care → Find out the patient's why. Be empathetic and curious Were you empathetic, curious and found out why the patient was calling?	
Convince → Create a positive statement/Promote the doctor Did you make a value statement? Did you sell the practice?	
Collaborate → Book the appointment! Did you get the NP booked?	
Name _____	____/5

dentalCoaches.com

About Dental Coaches



Hi, I'm Susan Leckowicz! I founded Dental Coaches.

At Dental Coaches, we're dedicated to helping dental practices turn new patient calls into booked appointments. We know that every phone call is an opportunity to make a meaningful connection.

Our experienced practice success coaches work closely with teams to develop the skills, strategies, and confidence needed to communicate effectively on the phone. From overcoming common call challenges to fostering patient trust, we guide teams every step of the way.

With Dental Coaches, you'll see a difference in your practice: more scheduled appointments, a fully engaged team, and patients who feel valued from the very first call.

If you are ready for a different result, book a discovery call [here](#), or email me at susan@dentalcoaches.com.

Best Regards,

Susan
www.dentalcoaches.com



dentalCoaches
CARE CONNECT COLLABORATE