

PATIENTCAPTURE  
**naw**  
IMMEDIATELY • CONSISTENTLY • EFFECTIVELY



POWERED BY MDA

# PATIENTCAPTURENOW - HOW IT WORKS



SUBMIT FORM

STEP 1

IMMEDIATE EMAIL



**Subject:** Your Upcoming Appointment

Hi John,

We just wanted you to know that we received your request to schedule your appointment. We'll be in touch really soon to help get your appointment scheduled. Don't hesitate to respond to this email or call/text the number below if you have any questions before we reach out.

Looking forward to meeting you!

STEP 2

6 MINUTES LATER



Hi John, I'm Jane from Dr. Smith's office. I'm excited to get your appointment scheduled! What days & times work best for you?

STEP 3

10 MINUTES LATER



**Subject:** Re: Your Upcoming Appointment

Hi John,

I'm Jane from Dr. Smith's office. You may have received my text message. I'm really excited to get your appointment scheduled! What days & times work best for you?

Thanks!

STEP 4

10 HOURS LATER



Automated call to your office that prompts your team to press "1" to attempt to contact the lead via phone.

STEP 5

12 HOURS LATER



Hey John! Did you have any questions regarding your appointment request?

STEP 6

1 DAY LATER



**Subject:** Are you still interested?

Hi John!

You requested an appointment a couple days ago and I haven't heard back from you. I wanted to see if you're still interested in scheduling an appointment. We have some availability in the coming weeks. Let me know what your schedule looks like.

Jane Doe / ABC Dental  
(111) 222-3333

STEP 7

2 DAYS LATER



Not sure if you saw my email, but I haven't heard back from you and want to see if you're still interested in scheduling an appointment?

STEP 8

3 DAYS LATER



Have we answered all of your questions? Let me know if there is anything we can do to help. I want to ensure you have all the information you need.  
- Dr. Smith

STEP 9

1 DAY LATER



Automated call to your office that prompts your team to press "1" to attempt to contact the lead via phone.

John Doe

johnd@mydentalagency.com

(800) 555-1212

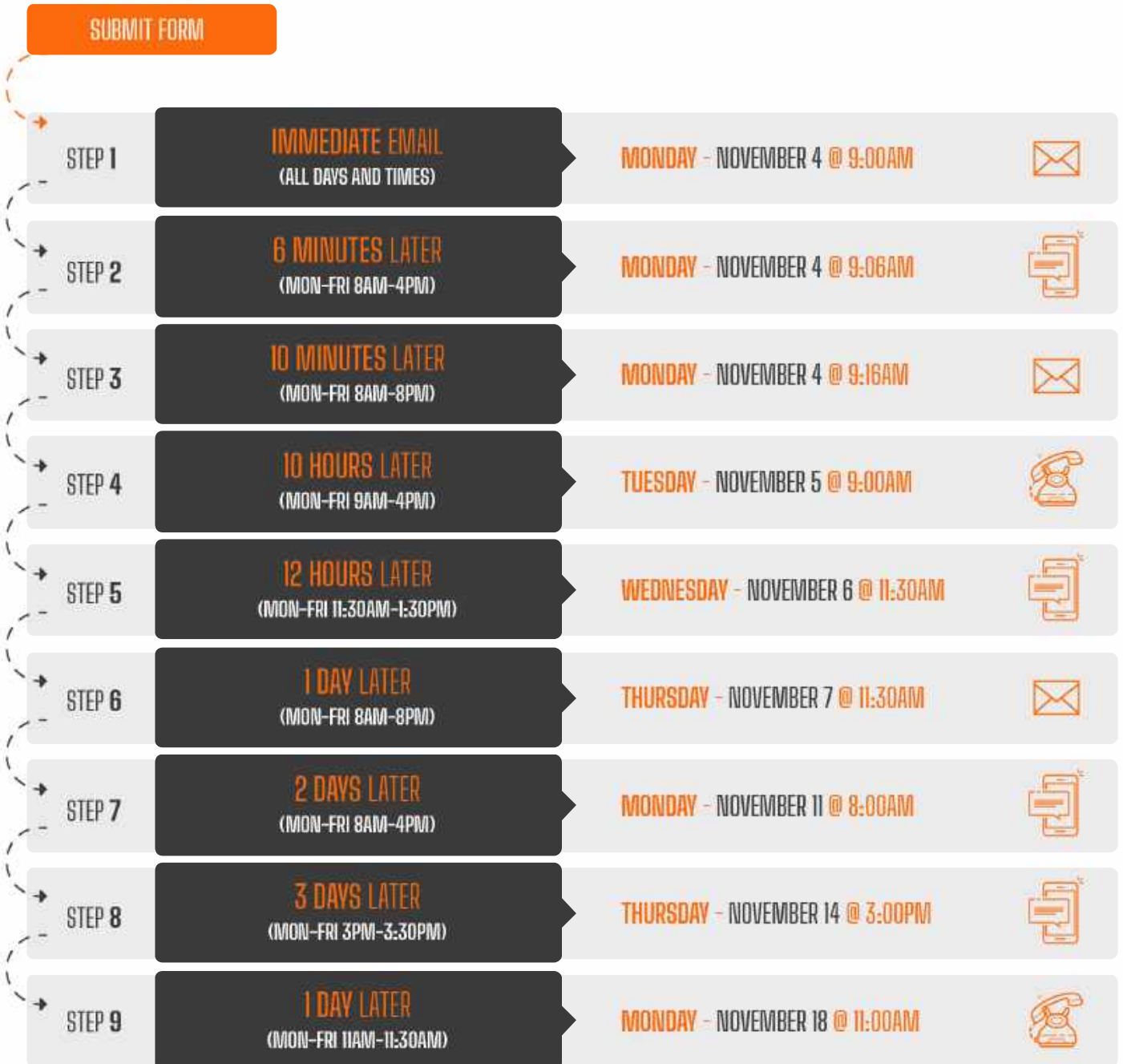
Message

## SCENARIO #1



LEAD FORM SUBMITTED MONDAY, NOVEMBER 4 @ 9:00AM

SUBMIT FORM



John Doe

johnd@mydentalagency.com

(800) 555-1212

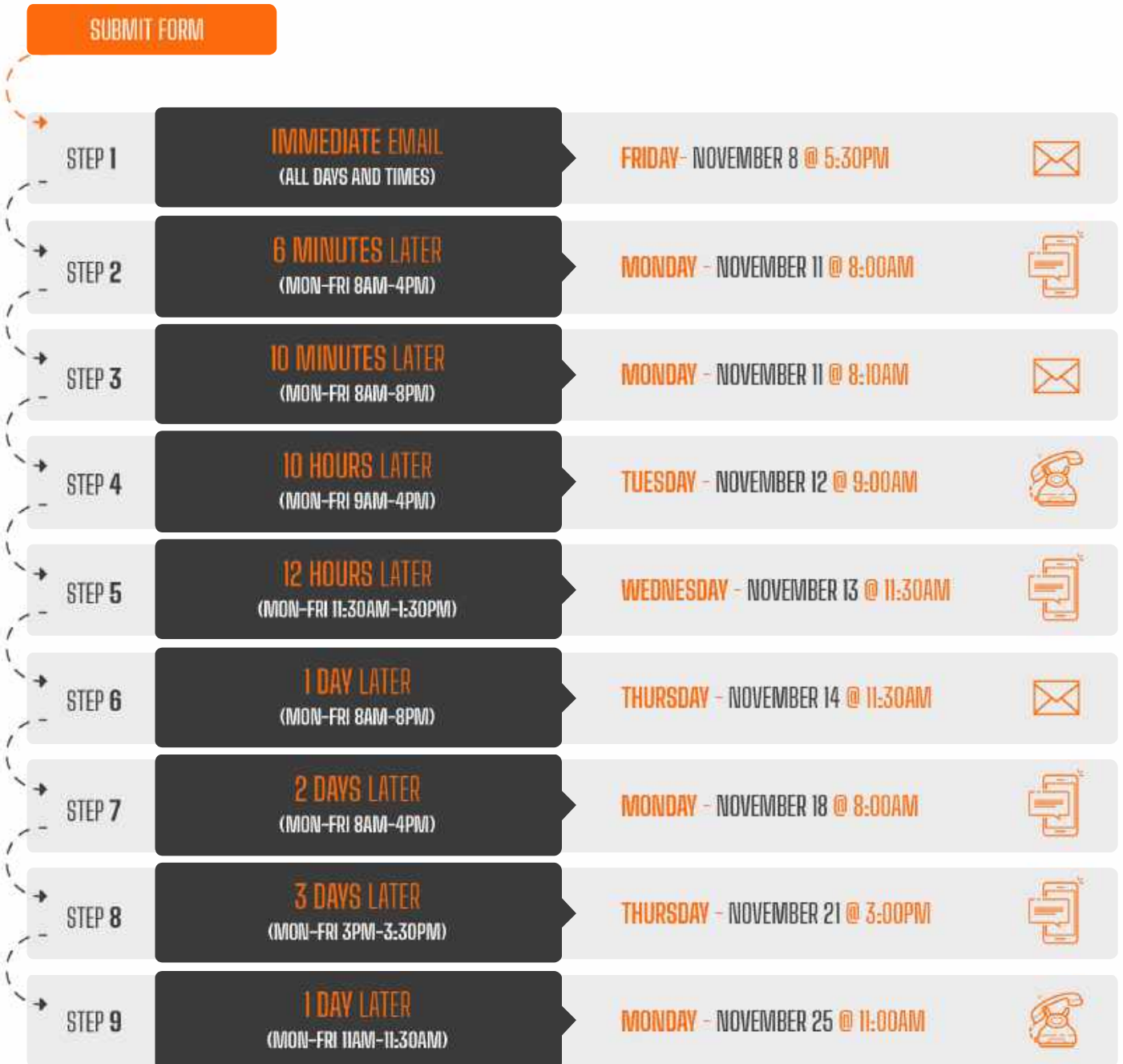
Message

## SCENARIO #2



LEAD FORM SUBMITTED FRIDAY, NOVEMBER 8 @ 5:30PM

SUBMIT FORM



John Doe

johnd@mydentalagency.com

(800) 555-1212

Message

## SCENARIO #3



LEAD FORM SUBMITTED TUESDAY, NOVEMBER 5 @ 8:00PM

SUBMIT FORM

