

PATIENTCAPTURENOW - HOW IT WORKS







PATIENTCAPTURENOW - SEQUENCE DETAILS

SUBMIT FORM

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



PATIENTCAPTURENOW - TIMING EXAMPLE

John Doe				
johnd@mydentalagency.com			SCENARIO #1	
(800) 555-1212	2			
Message	Message		LEAD FORM SUBMITTED MONDAY, NOVEMBER 4 @ 9:00AM	
SUBMIT FO	IRM			
STEP 1	IMMEDIATE EMAIL (all days and times)		Monday - November 4 @ 9:00AM	
STEP 2	6 MINUTES LATER (MON-FRI 8AM-4PM)		Monday - November 4 @ 9:06AM	Ð
STEP 3	IO MINUTES LATER (MON-FRI 8AM-8PM)		Monday - November 4 @ 9:16AM	
step 4	10 HOURS LATER (Mon-Fri 9am-4pm)		TUESDAY - NOVEMBER 5 @ 9:00AM	B
STEP 5	12 HOURS LATER (Mon-Fri II:30AM-1:30PM)		WEDNESDAY - NOVEMBER 6 @ II:30AM	Ð
STEP 6	I DAY LATER (Mon-fri 8am-8pm)		THURSDAY - NOVEMBER 7 @ 11:30AM	
STEP 7	2 DAVS LATER (MON-FRI 8AM-4PM)		Monday - November 11 @ 8:00AM	Ð
STEP 8	3 DAVS LATER (Mon-Fri 3pm-3:30pm)		THURSDAY - NOVEMBER 14 @ 3:00PM	Ð
→ STEP 9	<mark>1 DAY LATER</mark> (mon-fri 11am-11:30am)		Monday - November 18 @ 11:00AM	E



PATIENTCAPTURENOW - TIMING EXAMPLE

John Doe johnd@mydent (800) 555-1212 Message		SCENARIO #2	
STEP 1	IMMEDIATE EMAIL (all days and times)	FRIDAY- NOVEMBER 8 @ 5:30PM	
+ STEP 2	6 MINUTES LATER (Mon-Fri 8am-4pm)	Monday - November 11 @ 8:00AM	Ð
STEP 3	10 MINUTES LATER (Mon-Fri 8am-8pm)	Monday - November 11 @ 8:10AM	
STEP 4	10 HOURS LATER (Mon-Fri 9am-4pm)	TUESDAY - NOVEMBER 12 @ 9:00AM	E
STEP 5	12 HOURS LATER (MON-FRI 11:30AM-1:30PM)	WEDNESDAY - NOVEMBER 13 @ 11:30AM	Ð
STEP 6	1 DAY LATER (Mon-Fri 8am-8pm)	Thursday - November 14 @ 11-30AM	
+ STEP 7	2 DAYS LATER (MON-FRI 8AM-4PM)	MONDAY - NOVEMBER 18 @ 8:00AM	Ð
STEP 8	3 DAYS LATER (MON-FRI 3PM-3:30PM)	THURSDAY - NOVEMBER 21 @ 3:00PM	Ð
STEP 9	<mark>I DAY LATER</mark> (mon-fri ham-11:30am)	MONDAY - NOVEMBER 25 @ 11:00AM	Ø



PATIENTCAPTURENOW - TIMING EXAMPLE

John Doe johnd@mydenta (800) 555-1212 Message		SCENARIO #3	
STEP 1	IMMEDIATE EMAIL (all days and times)	TUESDAY - NOVEMBER 5 @ 8:00PM	
STEP 2	6 MINUTES LATER (Mon-Fri 8am-4pm)	WEDNESDAY - NOVEMBER 6 @ 8:00AM	Ð
STEP 3	10 MINUTES LATER (Mon-Fri 8am-8pm)	WEDNESDAY - NOVEMBER 6 @ 8:10AM	
STEP 4	10 HOURS LATER (Mon-Fri 9am-4pm)	THURSDAY - NOVEMBER 7 @ 9:00AM	B
STEP 5	12 HOURS LATER (Mon-Fri 11:30am-1:30pm)	FRIDAY - NOVEMBER 8 @ 11:30AM	Ð
STEP 6	<mark>1 DAY LATER</mark> (Mon-Fri 8am-8pm)	MONDAY - NOVEMBER 11 @ 8:00AM	
STEP 7	2 DAYS LATER (Mon-FRI 8AM-4PM)	WEDNESDAY - NOVEMBER 13 @ 8:00AM	Ĩ
STEP 8	3 DAYS LATER (MON-FRI 3PM-3:30PM)	Monday - November 18 @ 3:00PM	Ð
STEP 9	<mark>1 day later</mark> (mon-fri ham-11:30am)	WEDNESDAY - NOVEMBER 19 @ 11:00AM	B