

SKYLINE DENTAL, LLC

OFFICE NEWSLETTER

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SKYLINE DENTAL NEWS & INFORMATION

IMPROVED PATIENT COMMUNICATION TOOLS

Many of you have already become aware of this, but we wanted to let all of our patients know about some of the new features that we have incorporated here at Skyline Dental to help improve patient communication, patient care and patient feedback at our office.

A new computer software program helps us with most of these new tasks. Please rest assured that you can call or let us know if at any time, you do not wish to take part in these new offerings and features.

The Doctors and Staff at Skyline Dental are excited to announce that we are now able to offer our patients the following added communication tools:

- The ability to email appointment confirmations.
- The ability to text appointment confirmations. You can receive a text message two (2) hours prior to your appointment if you would like a text reminder. If you have an early morning appointment, your text reminder would come the evening before.
- Email confirmations go out 14 and 4 days prior to an appointment. To confirm an appointment, simply click on the email confirmation where indicated. You will not receive a phone call confirming your appointment, if you confirm via email.

Please rest assured that we will be happy to continue calling and confirming your appointments, if you do not wish to receive emails or text messages from our office.

We feel these added conveniences will allow our Front Office Staff to spend more time with our patients when they are at our office or calling us on the phone.

Another tool which we are now using to help improve patient care and communication at Skyline Dental is an email survey which goes out to our patients who have appointments each day. Surveys will only be sent once per month for those patients who have more than one appointment within a 30-day period.

Whether you're at our office for a cleaning, filling, crown or a quick check on something ... we want things as perfect as possible for each and every appointment. The Email survey asks you about such things as how long you had to wait, how you were treated by various members of our office staff, and allows you to type any comments (either positive or constructive) that you would have to help us improve our service to our

patients. You can choose to either respond anonymously or type in your name on the response, if there is anything that we need to follow-up with.

The emailed surveys are collected at our office and reviewed on a daily basis, to help us better serve our patients.

We are also currently in the process of putting together a blog on our website, a Skyline Dental LLC Facebook page, and a Skyline Dental Twitter account.

Although our primary focus will always remain patient care and service at our office, we feel it is important to stay connected with the generation of Americans that communicates electronically.

Email Contact With SKYLINE DENTAL Dentists

In an effort to stay in better contact with our patients, we welcome your questions, comments or concerns via email. We make a strong effort to respond to emails on the same day that they are received (except on weekends or a day that the Dentist is not seeing patients) and feel that email has become a great, convenient and worthwhile way to stay in contact with our patients.

Your dental questions, concerns or input are always welcome via email and we will attempt to respond to your emails whenever possible. Sometimes, we might need to examine a tooth or area in the office to properly address your questions, but otherwise feel free to send an email and see if we can help you through the internet.

We are also trying to follow-up on some of the more extensive care that we are providing (root canals, extractions, crowns, toothaches, ...) through email. It seems to be so much easier and more convenient than playing phone tag with our patients.

Our office email address is info@SkylineDentalLLC.com. Your email will either be forwarded to the specific Dentist that is taking care of you, or handled by the Front Office Staff, if it is a matter that they would be helping you with.

In an effort to stay in better 'electronic contact' with our patients, we will be verifying your email and cell phone information over the next few months. Again, please rest assured that you can always opt out of any these added features if you so wish, by simply telling any one of our office staff members.

\$20 Gift Certificates for your Referrals

As a token of appreciation to our existing patients, we will be mailing a Gift Certificate good for a *\$20 credit at our office*; when a New Patient to our office lists your name as the referral source to our dental practice (full details at our Front Desk).

We appreciate our existing patients and would welcome your extended family, friends and coworkers into our practice. Feel free to refer your family and friends to our website (www.SkylineDentalLLC.com) for an overview of our practice, services and policies.

Please check with our Front Office for additional details and limitations about our Referral Appreciation Credit.