

Adapted Call Routing Procedures for Open and Closed Offices

Temporary Changes to SBI Core Office Call Routing

Effective Monday, we are implementing the following temporary changes to standard call routing procedures:

Closed Offices:

The office main line will continue to offer a menu option, 1 for NP's and 2 for current patients. Current patients selecting option 2 will be informed that the office is closed, and, if they have a dental emergency, to call 800 number. Patients who dial the 800 number will route directly to the call center to and will be booked at the nearest available office. Call Center agents have been trained to screen for essential and emergency needs only. They are booking non-urgent patients 2-3 weeks out and asking that patients with billing and other non-urgent concerns re-contact us in a few weeks. All calls will be offered Call Center support regardless of whether office received CC support before closure

After-hours calls: Due to difficulty of keeping our after-hours services informed about office closures and sister office designations, we are temporarily suspending these services for both open and closed offices and asking patients to use the 1-800 numbers for emergency after-hours questions. Call center agents will schedule patients at the nearest open office..

Open Offices: All open offices will be asked to record a new VM message informing patients with after-hours emergencies to call the 1-800# for scheduling. Offices will no longer set their phones to night mode for call transfer to our after-hours services as the call center will be handling these calls. Offices on restricted schedules should note open days in their new message. Recommended scripts are included in this document.

Smile Brands Core Office Phone Routing Changes (3/20/2020)

Actions required by office status:

Office Status	Daytime	After Hours
Open Full Time OM ACTION REQUIRED	<ul style="list-style-type: none"> No change to daytime call routing Record new VM message explaining essential and emergency care and instructing after-hours emergency patients to call 1-800 	<p>DO NOT SWITCH PHONES TO NIGHT MODE</p> <p>Update VM greeting to advise after hours patients to call 1-800#</p>
Open Part Time OM ACTION REQUIRED	<ul style="list-style-type: none"> No change to daytime call routing Record new VM message announcing modified schedule and instructing patients needing emergency care to call 1-800 if office closed 	<p>DO NOT SWITCH PHONES TO NIGHT MODE</p> <p>Update VM greeting to advise after hours patients to call 1-800#</p>
Closed NO OM ACTION REQUIRED	<ul style="list-style-type: none"> VM greeting will be updated by Business Support All calls will be rerouted to 1-800# 	<ul style="list-style-type: none"> VM greeting will be updated by Business Support Current patient and after hours emergencies will be instructed to dial 1-800#

Recommended Voicemail Script for Open Offices Full Time

Office Open Full time:

“Welcome to, (brand/office name), located at (office *address and cross streets*). “Due to the coronavirus outbreak we are currently focused on essential and emergency care only, if you have reached this recording during business hours(list open days), and are calling about a dental concern, please leave a detailed message and phone number and we will get back to you as soon as possible. If you are calling after hours, and are experiencing a dental emergency, please hang up and dial XXX-XXX-XXXX and one of our after-hours agents will assist you. If this is a medical emergency, please hang up and dial 911 or go to your nearest hospital.

Thank you for choosing (brand/office name).

800#'s by Brand:

Bright Now - 888-274-4486

Monarch- 800-666-2724

Castle- 800-867-6453

Recommended Voicemail Script for Open Offices on Reduced Schedule

Office Open Part Time:

Welcome to, (brand/office name), located at (office *address and cross streets*). “Due to the coronavirus outbreak we are currently focused on essential and emergency care only. At this time, the office is only open (days of week). if you have reached this recording during business hours, and are calling about a dental concern, please leave a detailed message and phone number and we will get back to you as soon as possible. If you are calling after hours, and are experiencing a dental emergency, please hang up and dial XXX-XXX-XXXX and one of our after-hours agents will assist you. If this is a medical emergency, please hang up and dial 911 or go to your nearest hospital.

Thank you for choosing (brand/office name).

800#'s by Brand:

Bright Now - 888-274-4486

Monarch- 800-666-2724

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