

6 TIPS FOR A SMOOTH REFERRAL PROCESS

1. **Fill Out and Send Us Referral Forms Before the Patients' Appointment.**

This is necessary for the following reasons:

- To provide the treatment that the referring doctor is prescribing
- To be sure that we are providing the best treatment for your patients
- To correctly code the patients' treatment in our office

2. **Using Software to Send Referral Information is a Time Saver.** Whether you're using Eagle Soft, Patterson, or any other software to send the referrals and X-rays, we request that you fill out the "comments" section indicating why the patient is being referred.

3. **Handing Off Referral Forms and X-rays to Patients Doesn't Always Work Out.** Sometimes patients leave the referrals at home or work or they lose them. In that event, we have to contact your office and request the information. We don't do this to be a nuisance. We just want to provide the *best* treatment for your patients.

4. **Let Us Know Who's Scheduling the Patient.** We need to know if the patient will call us to schedule or if we need to schedule it. We often receive referrals and X-rays before the patient calls the office to schedule. We just need to know how you would like us to handle scheduling.

5. **We Need the Patient's Contact Information.** It's best to have all medical and dental information *before* your patients come into our office. Your patients' time is valuable so we would like to be prepared when they arrive. If patients don't know their insurance information, we may need to call your office to get it.

6. **Tell Us How You Would Like to Communicate With Our Office.** Mail, email, fax... tell us what works best for you.

LAS COLINAS ENDODONTICS