

How to Schedule a New Patient Appointment

1. **Please call in promptly at 8:00 am on the date(s) listed below.** The Clinic answering machine is turned off promptly at 8:00 am.
2. Due to the overwhelming number of incoming calls, any messages left on the answering machine may not be returned until the following day.
3. Once you get the message "Please stay on the line, your call will be answered in the order it is received," **do not hang up.**
4. You are now "in line" on the phone and someone will be with you as soon as possible.
5. If you get the message and then hang up and call back, your call will go to the end of the line. This is a first call, first served process.
6. If you get a busy signal you will need to hang up and try again. The phone system can only hold the first 100 callers on hold.
7. Demand for appointments is far greater than our capacity.
8. The reality is that it may take several tries, meaning several months, before you get through and make an appointment.
9. Your wait time could be more than an hour and you may or may not be able to schedule an appointment once your call is answered.
10. The previous month's new patient treatment needs determine how many appointments are able to be scheduled on any given month. Some months there are 80 new patient openings and sometimes it is just 20. We will not know how many new patients can be seen until the call in day.

Here are the new patient appointment dates for the remainder of 2009:

Monday, August 10th

Tuesday, September 8th

Monday, October 5th

Monday November 2nd

Monday December 7th

Rice Regional Dental Clinic
320-214-2620 1-877-214-2611
