DENTAL NO-SHOW FIX

The two-text reminder flow

Two short texts that keep appointments on the calendar. Copy them, swap in your details, and send them to every booked patient.

1. **Text one: two days before**
   "Hi [Name], this is [Clinic]. You're booked with Dr. [Name] on [Day] at [Time]. Reply YES to confirm."

2. **Text two: the morning of**
   "Good morning [Name]! We're looking forward to seeing you today at [Time]. Reply YES to keep your spot."

3. **If they reply YES**
   "Perfect, you're all set. See you at [Time]!"

4. **If they don't reply**
   Call or text once more. If you still hear nothing, offer that chair to someone on your waitlist.

5. **If they can't make it**
   "No problem, thanks for letting us know. Want to pick a new time? Reply with a day that works."

Before you send: Keep each text under two sentences and ask for only one word back. Make replying take five seconds.