



In addition to serving a wide variety of industries, we have had the privilege of answering for dental offices, and we are endorsed by the LDA.

**What is the cost of losing a patient?** The value of a new patient varies across dental offices. If you determine the value of a new patient is greater than what you will pay for an answering service, then your practice has the potential to be successful. If a new patient becomes an established patient, the lifetime value of that patient becomes a large source of revenue for your practice.

**How much does an answering service cost?** We evaluated four moderately busy dentist offices that are current customers. Their average bill is \$250.00 per month. On average, they received 120 calls and 61 messages. We also tallied all the messages that were taken, and found in an average month 17 were office messages, 7 were calling to make an appointment, 2 calls were from new patients, 5 were cancelling their appointment, and 11 messages an operator reached the doctor. Are you getting this same information from a voicemail? How many of your patients hang up if they reach a voicemail? Securing at least two new patients every month the service pays for itself. In addition to new patients, if an established patient remains with your practice beyond their first visit because of their ability to communicate with you after normal business hours, you are receiving a great return on investment.

**Is your staff stressed?** If the telephone never seems to stop ringing in your office, your staff may be overwhelmed with the task of answering the phone as well as completing their other job responsibilities. Something as simple as improving your office communication could lead to a happier staff, employee retention, improved customer service and greater customer satisfaction. Some offices use our service for lunch so that their office staff can enjoy a lunch break together. Multiple call forwarding features allow us to answer your office phone when the receptionist may be helping other patients or the line is busy. You can rely on Dexcomm to take care of communication between your office and your patients. Dexcomm can be that extra person on your staff for a fraction of the cost of an additional employee.

**Why should you choose Dexcomm?** We can intercept phone calls that would otherwise go to voicemail or an answering machine. Callers would receive a live voice and be more apt to leave a message than hang up. How much time does your staff spend writing down messages from an answering machine or voicemail system? If that time is considerable, our morning fax or email could ensure that their time was spent more wisely. Your staff could quickly fill cancellations with other patients or call potential patients to schedule a future appointment. You could also be assured that you will be able to serve your patients who have complications after normal business hours. Dexcomm gives you the freedom to take care of personal matters in your spare time without sacrificing your availability. Here are just a few options available to your industry that will maximize your efficiency:

- **We can serve as a backup receptionist using multiple call forwarding features**
- **Our call overflow coverage will ensure that your callers are able to reach you when you are busy on another line**
- **Call screening can ensure that you are only reached for the most important calls**



- Custom message scripting allows us to gather all of the relevant information from your callers
- Appointment reminders can remind you of those important engagements
- We can handle appointment scheduling when your staff is busy
- Messages can be sent by multiple methods including text messaging, email, fax, or pager
- Message confirmation with text messaging will let us know that you have received the message. If we do not receive the confirmation, we will reach the recipient by an alternate method
- We can also patch your caller directly to you so that you can speak directly to them on their first attempt to contact you

Dexcomm provides an excellent solution to relieve the everyday stresses in your office. We would love the opportunity to meet with you to discuss our benefits and value in more detail. Please contact Gil Brassard at (337) 296-0254 or [sales@dexcomm.com](mailto:sales@dexcomm.com) to set up an appointment. We look forward to speaking with you to personalize an account that directly meets your needs.

Sincerely,

A handwritten signature in black ink that reads "Jamey Hopper". The signature is written in a cursive, flowing style.

Jamey Hopper  
President