

R4 Software and the Appointmentor System

Convert website VISITORS into CUSTOMERS

Appointment bookings should be available 24/7, not just from 9 to 5. Make it easier for patients to book appointments.

In today's tough economic conditions, it's all about creating the right image and perception in the customer's eye, being one step ahead of the competition; that makes the difference in being the successful business leader and 'me-too-followers.' It's all about getting the Edge!

In a saturated market place, it comes down to what you can do for your customers better than anyone else. Making life easier for your customers, making it easy for them to book live appointments any time, is one of them.

Let Appointmentor Online Booking System working as a virtual receptionist capture business when the practice is closed, lines are being busy or over the weekend. Make life easier for patients, fitting with their lifestyle, making your services available and accessible and easy to book anytime from anywhere, therefore increasing customer loyalty and customer retention, increasing revenues and growing your business.

With simple clicks, upload your patient schemes and treatments offering for online booking and attach them with the dentists offering them. Practice maintains full control over its appointments book and patients only see a list of the available slots rather the whole appointment books. Online booking system also help to get the new patient registration from your website and details go straight into R4. You can also charge for missed and cancelled appointments along with the facility to charge upfront for any treatment.

Your practice can also generate on demand reports with how many appointments are booked overnight, at different times of the day for schedule optimization and planning.

About the Appointmentor System

Appointmentor online appointment management system is the perfect software solution for the Dental Sector: designed by Welltime Ltd, an internationally recognised software company, Appointmentor is part f a suite of online, telephony and receptionist tools which not only cuts the cost of cancelled appointments, but also automatically makes these available for short notice patients through an online booking system.



Appointmentor

Reach | Relationships | Results

For more information on
Appointmentor and R4 Software from
Carestream Dental, please call 0800
169 9692.

Appointmentor is a safe and secure system which will allow your Practice to engage fully with your patients and to provide them with a multilingual 24/7 service which is personal to them and to your practice. Working round the clock, Appointmentor has the ability to handle enquiries and develop relationships, from booking and confirmation of appointments to last minute rearrangements or cancellations, while informing your patients of other new services and options that they can get from your dental practice, like teeth whitening, reconstruction and other cosmetic work.

Appointmentor provides an option for the practice to charge for any treatment they want: when enabled, a secure payment system ensures that no chargeable booking will be taken without a valid means of payment, and authorisation to collect treatment and cancellation fees. Appointmentor is designed to be fully integrated into your own website, your existing patient management system and your surgery. If you don't have a website we can take care of that too, taking your practice to a place where it is working for you around the clock, around the world.

Benefits of Appointmentor for Dental Practices:

- **Creates a new channel for booking appointments and increasing business**
- **Safe and secure; the system uses the highest level of security**
- **System can be easily set up and your staff quickly trained to manage it**
- **Automatic system saves valuable time for other work**
- **Open all hours – so you don't miss opportunities to connect with patients**
- **Integrates seamlessly into your current website**
- **If you don't have a website, we can design a professional site with integrated online booking system for you**
- **Cuts costs of cancellations and makes the most of your time**
- **Appointmentor collects cancellation fees automatically**

Benefits of Appointmentor for the Patient:

- **Flexibility in choosing and changing appointment dates and times**
- **Easily find the most suitable appointments online**
- **Simple booking and payment options, with ability to store credit or debit card information for future payments**
- **Reminds patients of upcoming appointments via email, text, or phone**
- **Offers last-minute service to provide quick help and prevent small problems from becoming emergencies**

Appointmentor allows your practice to use the most effective communication tools to develop and manage your patient relationships, and to deliver an industry leading solution to meet the demands of the online booking culture fostered by growing internet access. Our systems and software are developed with the highest level of industry security and are produced by Welltime Ltd. Appointmentor has been developed with health professionals, for health professionals to deliver solutions which fully understand the needs of the dental sector.

Customer Testimonials

“Our online booking system has now been operational for one month and the initial response from our patient’s has been excellent. We are already making 10% of our bookings through the system which integrates seamlessly into our website. The team have been supportive during the setting up process and have helped us integrate the system into our practice. We are confident that as we grow the Appointmentor system will play an important role in saving manpower and increasing our efficiency.”

-Dr Harvey Grahame BDS

Clinical Director, Smilepod Ltd

“Providing online booking was part of our practice vision to provide 24-hour booking facility for our patients. Online bookings now account for 15 to 20% of our recall patients which reduces the resource requirement at the reception desk. The feedback from the patients is generally positive. Welltime efficiently implemented the software and provide excellent ongoing support to our practice and to patients using the system.”

-Ash Patel

Principal Dentist, MP Dental London

“I do think that my online booking service is an absolute bonus; it is equivalent to having my phones manned 24 hours a day. For the price and the cutting-edge experience for the patients, it’s a no-brainer. The whole experience with Welltime has been seamless and has taken up hardly any of mine or my staff’s time. The system runs quietly in the background and once installed, needs no further input from us.”

-Laurance Gilford

Principal Dentist, Ealing Dental

“543 Dental Centre LTD installed the Welltime software early in 2009. Since then, we have found the system to be stable, secure, and reliable. The software is easy to use and understand for the patients, and it has allowed them greater control with booking appointment times to suit. As a result, this has freed up our workforce’s time to be able to deal with telephone and in-person enquiries much faster, which in turn, streamlined our business. We wouldn’t hesitate to recommend this software to any prospective client.

-Chris Groombridge

Managing Director, 543 Dental Centre

Frequently Asked Questions

-Do patients see all my appointment books?

No. Online system checks the R4 database and only displays the free open slots to patients.

-Is there any chance of double booking?

No. Online booking is done in real-time and the system does not allow double bookings.

-Can I charge for missed or cancelled appointments?

Yes. Appointmentor gives you the option to charge for both missed and cancelled appointments.

-Is my online data secure?

Yes. We follow industry-standard data encryption of 2048-bit SSL to ensure the security of your information.

-Can the online booking system work from my current website?

Yes. The system integrates into your existing website and can be customized with the same look and feel of your site.

-Do I constantly need to manage or change the settings of the online booking system?

No. Once the system has been easily setup, the online booking system works silently from your practice computers – without interrupting your normal activities. We also provide secure login information so you can access the system's control panel and management facilities from anywhere in the world, including on your Smartphone.

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