



Communication Manager helps you:

Increase patient loyalty by communicating more effectively all year long. Automatically connect with your patients using multiple delivery methods—text message, email or postcard.

Patients Prefer It

“Like most smartphone owners, if you want to contact me and confirm my appointment, the preferred method is email or text message.”

DAYNA JOHNSON
Rae Dental Management

DENTRIX COMMUNICATION MANAGER

Engage with patients automatically without over-communicating

REDUCE MISSED APPOINTMENTS AND SAVE TIME

Missed appointments, phone confirmations and manual tasks drain productivity from your dental practice. Appointment reminders can reduce no-shows, but the manual work of sending reminders and confirming appointments by phone takes precious time away from your team.

Communication Manager helps you protect your productivity—and your continuing care revenue stream—by engaging with your patients automatically throughout the year. It reduces outbound phone calls, saves time for your team and helps keep your chairs full—without spamming your patients.

A smart messaging feature cancels additional reminders once the patient confirms the appointment. It also sends one family message to the head of household or preferred contact, not multiple messages to all family members.

SEND THE RIGHT MESSAGE AT THE RIGHT TIME

Communication Manager automates patient messaging in a professional, non-intrusive manner. You can set up message campaigns for appointment and recall reminders, birthday and holiday greetings, visit followups and more.

You choose the delivery method—email, text message or postcard—and the delivery schedule that’s best for your practice. Messages go out on time, patients confirm by text or email, and your team spends less time on the phone.



**CALL US TODAY
AT 800.734.5561**

To automate your patient communication Or, visit
Dentrix.com/CommunicationManager

DID YOU KNOW? Our Dentrix Service Bundles are packed with eServices—powerful tools connected to Dentrix that help boost your front office productivity and streamline your workflow.

Automate even more tasks by bundling Communication Manager with other powerful eServices tools.



“Automating our patient appointment reminders was a great decision. It has allowed us to devote more time to caring for our patients and performing other tasks. Plus, the reminders are a hit with our patients! They especially love the email reminders.”

~ ERIC BRASWELL, Office Manager

KEY BENEFITS

Use effortlessly. Simply use the information in your Dentrix Appointment Book to send messages automatically, according to the campaigns you set up.

Save time. Your team no longer has to spend hours making reminder calls, confirming appointments or sending out postcards.

Fill your chairs. Staying in touch year-round, not just for office visits, makes patients more likely to keep their appointments and refer your practice to others.

Increase productivity. Reducing missed appointments and saving time helps you and your hygiene department see more patients per day.

Avoid over-communicating. Communication Manager recognizes appointment changes and confirmations in real time, so messages about rescheduled appointments occur on the appropriate date, and no additional messages go out after an appointment is confirmed.

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KEY FEATURES

DELIVERY HIERARCHY

Determine the message delivery schedule and prioritize the order for sending email, text messages or postcards based on patient contact data.

SMART MESSAGING

Halt the delivery of additional messages once an appointment is confirmed. Automatically change reminder delivery dates when an appointment is moved.

HOME PAGE

Create, view and edit all communication campaigns from one location, the Communication Manager home page.

ALTERNATE TEMPLATES

Schedule a holiday template or promotional template to run for a specified time. After the end date, messages automatically return to your regular template.

REAL-TIME SYNCHRONIZATION

Keep your Dentrix Appointment Book, Practice Advisor Reports and Daily Huddle Reports in perfect sync in real time, with accurate numbers you can trust.

SURVEYS AND REFERRALS

Make it easy for your patients to provide reviews and referrals with embedded links in your follow-up emails.