

# 3 Things

# Office Managers Can Do Today

To Improve The Bottom Line

**Collections**  
**\$2563**



**Appointments  
Added**

**56**



How small operational changes can deliver big improvements in efficiency, revenue, and patient satisfaction.

# Inside

	<b>Page</b>
<b>Introduction</b>	<b>3</b>
<b>Reduce No-Shows</b>	<b>4</b>
<b>Capture More Unscheduled Treatment</b>	<b>5</b>
<b>Get More From Your Huddle</b>	<b>6</b>
<b>Conclusion</b>	<b>7</b>

## Introduction

# The Office Manager's Role in Driving Practice Growth

Being an Office Manager can sometimes feel like you're carrying the weight of the entire practice on your shoulders, especially when schedules fall apart, patients miss appointments, or valuable treatment plans slip through the cracks. The truth is, Office Managers aren't just keeping things running; they're the difference between a practice that struggles and one that grows.

At Practice by Numbers (PbN), we built this resource because we believe Office Managers are champions of practice performance. When you have the right tools, small operational changes, especially the ones you directly control, can transform both patient experiences and practice outcomes.

## This guide contains 3 practical tactics Office Managers can use to drive measurable impact

1. **Reduce no-shows** with a consistent reminder process.
2. **Capture more unscheduled treatment** with a weekly follow-up block.
3. **Use morning huddles** to surface opportunities, not just review the schedule.



## Step 01

# Reduce No-Shows

## Why it matters

Missed appointments don't just hurt production, they create chaos for the team and diminish the patient experience. Most no-shows happen because patients simply forget. That's why a consistent, **automated reminder process** is one of the most powerful levers Office Managers can pull.

## How PbN helps

With Practice by Numbers, Office Managers can **automate reminders** across email, text, and even automate reminders for staff to call. Pre-set templates are ready to use but can be personalized to match your practice's tone. Confirmations are written back into your practice management software (PMS), giving the team **real-time visibility** without the extra paperwork.

## Example

Before using PbN, **Real World Dental** thought they had a "pretty good" reminder process. In reality, some patients got calls, others emails, and many slipped through when the front desk got busy. Their no-show rate hovered around 12%.

**After implementing PbN's automated reminders, the OM built a simple 3-step cadence:**

Step 1: Email 48 hours before the visit

Step 2: Text reminder 24 hours before

Step 3: Morning-of confirmation text

Responses were tracked automatically, and patients who didn't confirm were flagged for a quick same-day call. Within four weeks, no-shows dropped under 5%.

Patients commented they "loved the quick texts," and the dentist praised the OM for "stabilizing the schedule."



## Step 02

# Capture Unscheduled Treatment

## Why it matters

Patients often delay recommended treatment not because they don't want it, but because life gets in the way. Without structured follow-up, important **care is forgotten** and **revenue is lost**. A dedicated process ensures patients feel cared for while keeping treatment acceptance high.

## How PbN helps

PbN makes it easy to pull an **unscheduled treatment report** in seconds, prioritize by urgency or value, and batch-send personalized text messages to patients.

Hate pulling reports? PbN can start with **automated unscheduled treatment follow-ups**, then let you know when it's the right time to call or personally text the patient. **Two-way texting** lets patients confirm directly, and appointments can be scheduled without ever leaving the conversation thread.

## Example

**Real World Dental** had excellent clinical care but no system for follow-ups. Treatment plans were documented but **rarely scheduled**. Patients assumed it wasn't urgent.

After adopting PbN, the OM blocked one hour every Thursday for follow-up. With a few clicks, she pulled a treatment report and sent custom texts to patients like:

*"Hi Mrs. Rivera, Dr. Patel asked me to check in about the crown we discussed last week. We have Thursday afternoon open if you'd like to reserve a spot."*

PbN automatically logged responses and scheduled directly from the message thread. Within two months, **treatment acceptance rose by 25%\***.

Patients said they "meant to call" but appreciated the reminder, and the dentist noted it felt like the team was "finally closing the loop on the care we recommend."

\*Figures shown are illustrative; based on customer surveys, actual results may vary.



## Step 03

# Get More From Your Huddle

## Why it matters

Too often, morning huddles are limited to calendar logistics. But with the right approach and the right technology, huddles can become a proactive planning session that uncovers hidden opportunities for care, recall, and revenue.

## How PbN helps

PbN's Huddle feature consolidates everything you need in one place: unscheduled treatment, overdue hygiene, unpaid balances, past due family members, and diagnostic opportunities.

Instead of piecing together reports, Office Managers can walk into every huddle prepared with actionable insights.

✓ Mrs. Lee Crown follow-up

✓ Ethan Overdue X-rays

✓ Mr. Garcia Recall slot filled

## Example

At Real World Dental, Huddles used to last five minutes and covered only the day's schedule. Opportunities were constantly missed.

**Once the OM started using PbN's Huddle, the team reviewed not just who was coming in, but what actions to take. For example:**

1. Mrs. Lee hadn't scheduled the crown from her last visit. OM flagged her for follow-up
2. Ethan was overdue for X-rays. Let's get them added to today's visit
3. When Mr. Garcia canceled his 4 pm, the office spotted a past-due family recall for their other 4 pm and filled the chair instantly

On the very first day, the hygienist presented an aligner case that was discussed in the morning huddle, and the patient accepted.

The doctor told the OM, "That one moment paid for the Huddle." From then on, the team felt more confident, prepared, and aligned on daily goals.

## Conclusion

# PbN: The Office Manager's Champion

Every practice wants smoother operations, stronger production, and better patient care. But achieving that doesn't always require sweeping change. Often, it's the small operational improvements, like consistent reminders, structured follow-ups, and smarter huddles, that add up to transformational results.

As an Office Manager, you're in the best position to lead those changes. And with Practice by Numbers, you don't have to do it alone. PbN gives you the data, automation, and workflows to put these improvements into practice with less effort and greater impact.

**Because when Office  
Managers win,  
the practice wins.**





Practice by Numbers (PbN) is an end-to-end software solution for dental practices that eliminates the need for multiple, disconnected tools. This unified platform streamlines scheduling, patient engagement, revenue cycle management, and performance analytics. PbN helps dental practices reduce no-shows, optimize insurance workflows, and ensure profitability, all from one easy-to-use dashboard. No more jumping between systems, no more guesswork, just smooth, automated workflows that make running a practice easier, faster, and more profitable.

Thousands of dental practices trust PbN to do more with less, save time, and boost revenue, all while delivering an exceptional patient experience. Because when the office runs smoothly, everyone wins.

For more information, visit [PracticeNumbers.com](https://www.PracticeNumbers.com)

© PracticebyNumbers 2025