MEMBER JOURNEY







New Patient Consent Form Completion

The patient and/or guardian completes the new patient consent form.

Welcome Call & Appointment Scheduling

A team member from Enable Dental contacts the patient and/or quardian to: welcome them to Enable Dental, schedule an appointment for a comprehensive exam, and provide an estimated date and time for the appointment.









Comprehensive Exam

The patient undergoes a comprehensive exam, which may include X-rays and intraoral photos.

Diagnosis & Treatment Recommendation >

Based on the findings and diagnosis from the exam, the dentist diagnoses the patient's dental condition and recommends a treatment plan accordingly.









Treatment Plan Communication

The patient and/or guardian receives an email summarizing the diagnosis, treatment recommendations, and contact information for treatment plan coordinators.

Treatment Plan Discussion and Scheduling

The patient and/or guardian has the opportunity to discuss the treatment plan with a treatment coordinator and ask questions. Following agreement on the plan, a follow-up appointment is scheduled for treatment completion.









Treatment Completion

The patient undergoes the agreed-upon dental treatment.

Hygiene Checkup Scheduling

Based on the dentist's recommendations, the patient is scheduled for hygiene checkups every 3 to 6 months.



