BE Simple
STAFFING

FREE INDUSTRY PLAYBOOK

The dental office reception playbook

A briefing document for practice managers considering a dedicated virtual receptionist for scheduling, overflow, and after-hours calls.

besimplestaffing.com
A briefing document for operators. No invented statistics.

When the front desk cannot get to the phone

Dental offices do not have a “support queue” so much as a phone that rings while someone is checking a patient out, collecting a copay, or walking a new patient through forms. Missed calls show up later as empty chairs, delayed treatment plans, and patients who say nobody called them back.

After hours the need changes. A patient in pain, a loosened crown, or a parent calling about a child who was just seen wants a clear next step: wait until morning, reach the on-call dentist, or book the next opening. A voicemail can capture that. A trained receptionist can also book the appointment and leave a clean note for the morning team.

This playbook is a role definition and a briefing checklist. It does not invent no-show rates, and it does not claim certifications we have not completed. Patient information is sensitive. If your practice needs a Business Associate Agreement or a particular handling rule, that belongs in scoping, in writing, before work starts.

What a virtual receptionist should and should not do

A dedicated dental office virtual receptionist answers in the name of the practice. They are assigned to you, not rotated through unrelated businesses on the same shift. At BE Simple Staffing they work from our Prishtina office on the hours you choose.

In scope, with your scripts and software

- Answering incoming calls and covering overflow while in-office staff stay with the patients in front of them.
- Booking, confirming, and rescheduling appointments in your practice management system when access is granted and trained.
- Capturing new-patient information you have asked for.
- Answering routine questions about hours, location, parking, and what to bring.
- Routing billing or clinical questions to the right person in the practice.
- After-hours message-taking or booking, according to a written urgent-care rule.

Out of scope

- Clinical advice, diagnosis, or “does this sound serious” guidance beyond your approved script.
- Insurance determinations the practice has not authorized them to make.
- In-person front-desk tasks that only work at the counter.

The after-hours script should be precise and a little boring: what is urgent, how the on-call dentist is reached, which messages wait until morning, and whether a next-day appointment can be booked immediately.

Coverage, privacy, and pricing context

A dedicated receptionist for US business hours is $1,995 a month, with a one-person minimum and no setup fee. After-hours or 24/7 seats are $2,395 a month; true 24/7 coverage uses four people. Three-month term, then month-to-month. Founding clients receive 50% off the first month. Most teams are live in two to four weeks. See besimplestaffing.com/pricing.html.

> **Briefing and privacy checklist.** Providers and appointment types; new-patient script; questions the receptionist may and may not answer about fees and insurance; after-hours and on-call rules; practice management software and permission levels; and any Business Associate Agreement or handling requirements the practice needs us to review before a start date. We will not over-claim compliance on a marketing page or in this PDF.

Next step

To talk through a virtual receptionist for your practice, write to Jon Kludt at jon.kludt@varosity.com or use besimplestaffing.com/contact.html. Mention the practice management system, whether you need overflow, after-hours, or both, and any privacy requirements we should review.

The longer public page is “Dental office virtual receptionist,” at besimplestaffing.com/use-cases/dental-virtual-receptionist.html.

BE Simple Staffing is a San Diego company with our own office in Prishtina. This playbook is a briefing aid, not a contract, and not clinical or legal advice.