

As a user of our Instrument Management System (IMS™), you are uniquely positioned to take credit for being way ahead of the infection prevention game. We encourage you to share with your patients the investment you've made, and continue to make, to ensure a safe and compliant practice. Not only does this help make them feel more confident in returning but it also helps to differentiate your practice. In this critical time, everything counts, so make sure to highlight what you've done with IMS, both in written patient communications, as well as when the patient is in your chair. There is simply no way to over-communicate how much you care.

Below are sample scripts to help you tell this story to your patients. Please use your professional judgment and tailor the communication to reflect your own office practices.

Sample On Hold Messages

IMS Cassettes Script

During your appointments, you may notice that we keep our instruments in stainless steel cases, or "cassettes." This instrument management system helps us safely and efficiently transport our instruments throughout the practice, and thoroughly clean and sterilize them while minimizing the potential for cross contamination. Ask us about our process during your next visit.

GreenLight Script

We've invested in our infection prevention procedures by joining an exclusive program for dental practices called GreenLight Dental Compliance Center™. This resource helps us incorporate the latest information and guidelines from our regulatory bodies like the CDC, OSHA and state dental boards, into our standard operating procedures. So, you can have peace of mind.