

The following protocol has worked well for other providers:

Lead comes in during day:

- Call lead back in under 10 minutes
- If no answer send a text to schedule an appointment or set time for call to answer question
- Call lead again between 5:30 - 7 before you leave office
- Call lead on 2nd business day early in the morning
- Call lead on 3rd business day in the evening. If no answer send a final text.

Lead comes in during the weekend or after hours:

- Call back within 30 minutes of opening office
- If no answer send a text to schedule an appointment or set time for call to answer question
- Call lead again between 5:30 - 7 before you leave office
- Call lead on 2nd business day early in the morning
- Call lead on 3rd business day in the evening. If no answer send a final text.