

# ChatGPT & Claude Prompts for Dental Practices

A practical starter library of AI prompts for the front desk, recalls, billing, and admin

## Direct answer: what can a dental practice actually use ChatGPT or Claude for?

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A dental practice can use ChatGPT or Claude to draft everyday writing: appointment and reminder messages, recall and reactivation notes, plain-English explanations of a treatment plan, wording for an insurance claim or a fee estimate, review requests, social posts, and internal policy or roster documents. Think of it as a fast first draft, not a decision-maker. A person on your team must check anything clinical or patient-facing — and any figures — before it goes out.

### 1. Front desk & patient comms

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Everyday writing the front desk does dozens of times a week — confirmations, reschedules, running-late notes, and new-patient welcomes. Swap the placeholders for your own details before sending.

#### Appointment confirmation (warm, brief)

Write a short, friendly SMS confirming a dental appointment for [patient first name] at [practice name] on [date] at [time] with [dentist/hygienist name]. Ask them to reply Y to confirm or call us to change it. Keep it under 320 characters, warm but professional, no clinical detail.

#### Reschedule request (from the patient)

A patient, [patient first name], has asked to move their appointment from [old date/time] to a later date. Draft a polite reply offering [option 1] and [option 2], asking them to confirm which suits, and reassuring them there is no problem rescheduling. Friendly, 3–4 sentences.

#### Running-late / delay notice

Draft a calm, apologetic SMS to [patient first name] letting them know [dentist name] is running about [number] minutes behind for their [time] appointment. Give them the option to come in a little later or reschedule, and thank them for their patience. Under 300 characters.

#### New-patient welcome message

Write a welcoming email for a new patient, [patient first name], booked at [practice name] for [date/time]. Include: what to bring (ID and any [health fund/insurance] card), where to park, that they will fill in a short health history on arrival, and who to contact with questions ([phone]/[email]). Warm, plain English, no jargon.

#### Post-visit care note (non-clinical wrapper)

A patient had [treatment] today. Turn the following aftercare instructions written by the clinician into a clear, friendly patient message they can keep: [paste the clinician's aftercare notes here]. Do not add, change, or invent any clinical advice – only reword what I give you into plain, reassuring language, and end with our contact number [phone] if anything worsens.

## 2. Recalls & reactivation

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Recalls and dormant-patient outreach are repetitive by nature — the same handful of messages, personalised. These give you a strong first draft to tailor and send.

### 6-month recall reminder

Write a friendly recall SMS for [patient first name], who is due for their routine dental check-up and clean (last visit around [month/year]). Invite them to book online at [booking link] or call [phone]. Keep it short, no pressure, no clinical claims. Under 320 characters.

### Reactivation — lapsed patient (12+ months)

Draft a warm email to [patient first name] at [practice name], who we have not seen in over a year. Gently let them know we would love to see them again for a check-up, mention it is easy to rebook at [booking link] or [phone], and keep the tone caring rather than salesy. 4–5 short sentences, no guilt, no clinical claims.

### Recall for a specific overdue treatment

A patient, [patient first name], was advised at their last visit to return for [treatment] but has not booked. Write a tactful reminder message referencing that this was recommended, inviting them to book at [booking link] or [phone], and offering to answer any questions. Do not overstate urgency or add clinical detail I did not provide. Friendly, 3–4 sentences.

### Recall message variations for A/B testing

Give me three different short SMS versions of a 6-month dental recall reminder for [practice name], each with a slightly different tone: (1) warm and casual, (2) brief and practical, (3) health-focused and caring. Each under 320 characters, each ending with “Book at [booking link] or call [phone]”. No clinical claims.

### 3. Treatment plan & financial conversations

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These help you turn a clinician-approved plan and its costs into language a patient understands. The AI only rewords what you paste in — it must not invent treatments, prices, or insurance/claims outcomes.

#### Plain-English treatment plan explanation

Rewrite the following dentist-approved treatment plan into plain, reassuring language a patient can understand, keeping every item and detail exactly as given. Do not add, remove, or change any treatment. Plan: [paste the clinician's plan here, e.g. "[treatment] on [tooth], estimated [amount]"]. End by inviting [patient first name] to ask us anything at [phone].

#### Fee estimate / quote cover note

Write a friendly cover message to accompany a treatment estimate for [patient first name] at [practice name]. The total estimate is [amount] for [treatment]. Note that this is an estimate, that final costs can vary, and that our team is happy to talk through payment options. Do not invent any figures beyond the ones I gave. 4–5 sentences.

#### Insurance wording explainer

Help me explain to a patient, [patient first name], how their insurance/claims may apply to [treatment] estimated at [amount]. Make clear that we can process the claim on the day where possible, that any gap/out-of-pocket amount depends on their cover, and that they should check their own limits with their insurer. Do not state or guess a specific rebate figure. Plain, honest, 4–5 sentences.

#### Payment-plan / options message

Draft a considerate message for [patient first name] who has an estimate of [amount] for [treatment] and asked about paying over time. Outline that we offer [payment option 1] and [payment option 2], invite them to call [phone] to set it up, and keep the tone supportive and non-judgemental. Do not invent any terms, fees, or interest rates I did not provide.

#### Follow-up on an unaccepted quote

A patient, [patient first name], received an estimate for [treatment] a few weeks ago and has not proceeded. Write a gentle, no-pressure follow-up checking if they had any questions about the plan or the cost, and offering a quick call at [phone]. Do not restate figures or add urgency. Warm, 3–4 sentences.

## 4. Reviews & marketing

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Review requests and social posts are high-volume, low-risk writing where AI shines — as long as a person checks the final wording and you never fabricate a patient testimonial.

### Review request after a positive visit

Write a short, genuine SMS thanking [patient first name] for visiting [practice name] and gently inviting them to leave a Google review at [review link] if they were happy with their care. No incentives, no pressure, under 320 characters. Do not imply we are asking only for positive reviews.

### Social post — general oral health tip

Write a friendly [Facebook/Instagram] post for [practice name] sharing one simple, widely-accepted oral health tip (e.g. brushing, flossing, or check-up frequency). Keep it accurate and non-prescriptive, end with a soft invite to book a check-up at [booking link], and suggest 3 relevant hashtags. Under 80 words. Flag anything I should have a clinician confirm.

### Seasonal / promotional post (no fabricated claims)

Draft a warm [month/season] social post for [practice name] reminding people it is a good time to book their check-up before [holiday/end of year]. Do not invent any offer, discount, or statistic – only mention [specific offer I provide, or leave out entirely]. Friendly, community tone, under 70 words, with 3 hashtags.

### Reply to an online review (positive and critical)

Help me write two short, professional replies from [practice name]: (1) a warm thank-you reply to this positive review: [paste review]; and (2) a calm, non-defensive reply to this critical review that thanks them, avoids discussing any clinical or personal detail publicly, and invites them to contact [name] at [phone] to resolve it. Never disclose whether someone is a patient.

## 5. Admin, policies & rostering

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Internal documents — policies, rosters, and staff notices — are safe, high-value uses because they contain no patient health information. Still give everything a human read before it becomes official.

### Draft a simple practice policy

Draft a clear, one-page [cancellation / late-arrival / infection-control-housekeeping] policy for a dental practice, [practice name], written for patients or staff as appropriate. Use plain language and headings. Mark

anything that must be checked against [country] regulations or our clinical standards as “[REVIEW]” so I can verify it before it goes live.

#### **Weekly roster / shift summary**

Turn these raw shift notes into a tidy weekly roster table for [practice name], grouped by day, listing staff member, role (dentist/hygienist/reception), and hours. Notes: [paste rough roster notes]. Flag any gaps where reception or a clinician appears unstaffed. Do not invent names or hours I did not give you.

#### **Internal staff notice / announcement**

Write a friendly internal note to the [practice name] team about [change, e.g. new booking system / updated opening hours / a training day on [date]]. Keep it clear and encouraging, include what they need to do and by when, and end with who to ask ([name]). Under 150 words.

#### **New-patient intake checklist**

Create a simple front-desk checklist for onboarding a new dental patient at [practice name]: confirm details, collect [ID / health fund or insurance card], have them complete a health history, note any special needs, and book a first appointment. Format as a clean checklist. Flag any item that should be verified against our privacy and consent process as “[REVIEW]”.

#### **Job ad for a front-desk / dental assistant role**

Write a warm, professional job advertisement for a [role, e.g. dental receptionist] at [practice name] in [suburb/city]. Include: about the practice, key responsibilities, what we are looking for, and how to apply ([email]). Keep it inclusive and specific, under 250 words. Do not invent salary, benefits, or details I did not provide.

#### **Keep it safe**

Never paste patient health information into a public AI tool: doing so can breach HIPAA. Keep a human reviewing anything clinical or that goes to a patient. A good rule of thumb: if a message names a patient alongside a diagnosis, treatment detail, or health condition, do not paste it into a public tool — describe the situation generically, or use only first names and non-clinical details, and let a team member add the specifics.

## When prompting isn't enough

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Everything above is the manual version of AI: you, at a keyboard, copy-pasting one task at a time. That is genuinely useful for occasional writing — a one-off policy, a tricky email, a social post. For those, a good prompt and a careful read are all you need.

The picture changes when the same task runs dozens of times a day. Every recall that should go out, every new patient who needs a welcome, every estimate that needs a follow-up — pasting those into ChatGPT one by one becomes its own full-time job, and things get missed. At that volume you do not want a chat window; you want the work to happen automatically inside the systems you already use, with a person signing off on anything that matters.

That is what SG1 builds. We wire the same kind of AI into your Microsoft 365 tenant so recalls, comms, and admin run on their own, on a private Azure AI that is never trained on your data, with a human approval step and an audit trail of what was done. We start with a scoped pilot on one workflow so you can see it working on your own practice before going further. Prompts are a great place to start — when you outgrow them, that is the conversation to have.