

Setup checklist

We are with you at every step of setup. Set it up yourself in the panel, or fill in this list and send it, and we will do the setup. Whatever you want to add later, support is there for you.

The setup and onboarding support package is bought once, with a package that includes MedorAI; it covers the setup and the intensive support during the start-up period.

Must-haves

Once these are complete, MedorAI starts answering patients.

1. Clinic name, address and phone

What is your clinic's name as patients see it, and what are its full address and phone number?

Example: Example Dental Clinic · 12 Papatya St., Kadıköy/Istanbul · 0216 000 00 00

2. Opening hours

On which days of the week and between which hours are you open? Is there a lunch break?

Example: Monday-Friday 09:00-19:00, Saturday 10:00-15:00, Sunday closed; lunch break 13:00-14:00

3. Doctors

What are the names and titles of the doctors who take appointments?

Example: Dt. Elif Aksoy, Dr. Can Yıldırım

4. Doctors' working hours

On which days and at which hours does each doctor see patients?

Example: Dt. Elif Aksoy: Monday, Wednesday, Friday 09:00-17:00

5. Treatment list

Which treatments do you offer, and which doctor performs each one?

Example: Implant (Dt. Elif Aksoy), Filling (Dr. Can Yıldırım), Teeth whitening

6. Price option for each treatment

How should we share the price of each treatment: fixed price, range, starting price or after examination? What are the figures?

Example: Implant: range 25.000-40.000 ₺ · Filling: fixed 2.400 ₺ · Orthodontics: after examination

Can be added later

Add them whenever you like; MedorAI works correctly without them, and the more you add, the more questions it answers from your information.

7. Emergency phone

Which number should a patient call in an emergency during working hours?

Example: 0532 000 00 00 (a line answered by a person during working hours)

8. Knowledge base and Training

What would you like to say about topics patients often ask about (parking, payment, warranty, directions)? Do you have a website or a brochure?

Example: There is parking reserved for our patients behind the building. Credit card instalments are available.

9. Saved replies

Are there questions you always want to answer with the same sentence?

Example: Question: "Is there parking?" · Answer: "The parking behind the building is reserved for our patients."

10. Welcome message

How would you like to greet a patient who writes for the first time?

Example: Welcome to Example Dental Clinic. How can we help you?

11. Examination fee

Is the first examination paid? If so, how much is it?

Example: First examination 750 ₺; deducted from the treatment fee if treatment begins.

12. Campaigns

Do you have a campaign running now? What are its start and end dates?

Example: 1-31 October: free first examination with tartar cleaning

13. Team

Who will sign in to the panel? What are their names and e-mail addresses?

Example: Selin Kaya, reception, selin@ornekklinik.com

14. Follow-up and reminders

How many hours before the appointment should the reminder go out? Should a follow-up message go to a patient who has not replied?

Example: Reminder 24 hours before the appointment; one follow-up message to a patient who has not replied for 20 hours

15. Branches

Do you have more than one branch? What are their names, addresses and hours?

Example: Kadıköy branch · Levent branch

16. Current calendar

Where do you keep your appointments now (Google Calendar, another program, a paper appointment book)?

Example: Google Calendar

17. WhatsApp and Instagram connection

Which WhatsApp number and which Instagram account will we connect?

Example: +90 5XX XXX XX XX · @ornekdisklinigi

