

Mia answered every call to the practice line this month, including 94 calls that arrived after hours or while the front desk was on another line. 47 consultation requests were captured and handed to the scheduler, each with a confirmed callback number and preferred times.

312

Calls answered

100% of inbound calls

94

After-hours & overflow

30% of volume

47

Consult requests

15% of calls, 44 booked

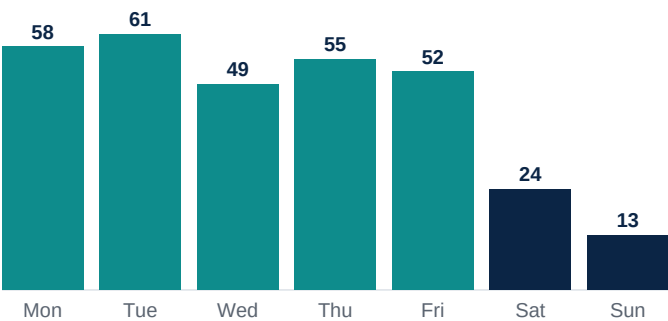
1:52

Average call length

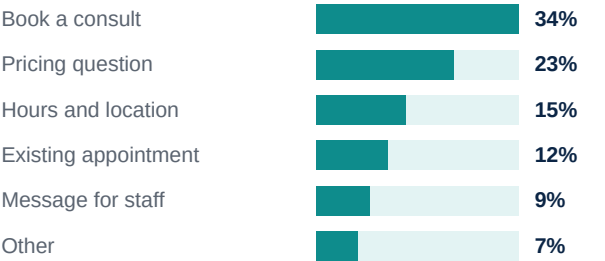
578 of 1,500 minutes used

Where the calls came from

Calls by day of week



Why people called



When Mia covered for you

Time window	Calls	Share	What happened
Business hours (8a to 6p)	218	70%	Front desk busy or unavailable; Mia answered on the first ring
Evenings (6p to 10p)	61	20%	18 consult requests booked after the office closed
Overnight (10p to 8a)	9	3%	All messages captured; nothing urgent
Weekends	24	8%	12 consult requests; 3 pricing questions answered from your price list

What this month was worth

94 after-hours and overflow calls would otherwise have gone to voicemail. At your average consult value, the 30 consult requests captured outside business hours represent an estimated **\$10,500 to \$13,500** in first-visit revenue. Plan cost for the month: \$995.

Consult requests handed to your scheduler

Date	Service requested	Preferred times	Status
Sep 3	Botox, first visit	Tue/Thu afternoons	Booked Sep 9
Sep 5	Dysport follow-up	Any morning	Booked Sep 8
Sep 11	Lip filler consult	Weekday after 4p	Booked Sep 16
Sep 14 (Sat)	Botox vs Dysport consult	Tue/Thu 12 to 4	Booked Sep 17
Sep 27 (Sun)	Laser hair removal consult	Weekend only	Pending callback
...and 42 more			44 booked, 3 pending

Requests Mia could not fully resolve (and the fix)

Request	Calls	What Mia did	Fix on your side
Reschedule or cancel an existing appointment	19	Took a message for the front desk	Connect the scheduler; Mia can move appointments herself
Medical records or form request	11	Took name, DOB confirmation, callback number	Give Mia the records-request email; she sends the link
Ask for a specific provider's availability	8	Took a message	Send provider schedules; Mia quotes availability
Question about a treatment or medication	7	Routed to a nurse callback, gave no advice	No change; this is the correct guardrail
Spanish-speaking caller	6	Handled in Spanish, booked 4	No change
Asked about a promotion not on the price list	5	Said she would have the team confirm	Add fall specials to the price list

How Mia sounded this month

Sat, Sep 14, 11:08 PM

Caller asked about Botox vs Dysport pricing, then booked a consult.

Caller: Do you guys take insurance?

Mia: We don't accept insurance for aesthetic treatments, but we do accept HSA and FSA cards. Would you like me to get a consultation on the books so Dr. Whitmore can walk you through both options?

Caller: Yes, that works.

Mia: Perfect. Let me confirm: Julia, 713-828-0211, Tuesdays or Thursdays between noon and 4. One of our coordinators will call you within one business hour to lock in the time.

Thu, Sep 19, 8:40 PM

Pricing question answered from your price list, then booked.

Caller: How much is microneedling?

Mia: Microneedling is three hundred fifty dollars per session, and the package of three is nine hundred, which most clients choose. Would you like to come in for a consultation first, or book the first session directly?

Mon, Sep 23, 2:15 PM

Medical question routed, not answered.

Caller: I'm on blood thinners, is filler safe for me?

Mia: That's a great question for our clinical team, and I want to make sure you get the right answer. Can I take your name and number so a nurse can call you back today?

Notes for next month

- Biggest win available: connecting your scheduler. 19 reschedule calls and 8 provider-availability calls would stop landing on the front desk.
- Weekend volume is growing (24 calls vs 17 in August). Mia is covering it; no action needed.
- Plan usage was 578 of 1,500 minutes. No overage. Group plan remains the right fit.