

PRACTICE LEAKAGE SCORECARD

Dental Revenue Leakage Scorecard

Find the revenue already inside your practice before spending more on new patients.

Use this scorecard to diagnose leakage across:

- Unscheduled treatment
- Hygiene recall
- Claims follow-up
- AR and collections
- No-shows/cancellations
- Inactive patients
- Provider variance
- Reporting gaps

Schedule a Revenue Leakage Review

Busy practices can still leak revenue.

The goal
Turn fragmented reports
into clear owners,
worklists, and action.

Scoring system

Score	Meaning
0	Not tracked / unclear
1	Partially tracked
2	Tracked but not consistently acted on
3	Tracked, assigned, and reviewed consistently

What the scorecard is really testing

- Visibility**Can you see the right patients, claims, appointments, balances, or providers?
- Ownership**Is each leakage area assigned to a person, role, or team?
- Action**Does the report become a worklist with a next step?
- Review**Are results reviewed consistently enough to change behavior?

Total Score	Risk Level	Meaning
0-59	High leakage risk	Revenue gaps are likely not clearly tracked, assigned, or consistently worked.
60-104	Moderate leakage risk	Visibility may exist, but follow-through is inconsistent.
105-144	Low leakage risk	Processes are stronger; optimize dashboards, automation, and review rhythm.

Score each leakage area

Use the 0-3 scale for every question. Strong scores require tracking, ownership, action, and consistent review.

1 Unscheduled Treatment

Question	0	1	2	3
Can your team quickly identify patients with diagnosed treatment that has not been scheduled?				
Do you separate unscheduled treatment by age, dollar value, provider, and treatment type?				
Is someone assigned to follow up on unscheduled treatment every week?				
Do you track whether follow-up attempts actually result in scheduled appointments?				
Can you see which providers have the largest amount of unscheduled diagnosed treatment?				
Do you review unscheduled treatment trends in management meetings?				

Score: ____ / 18

2 Hygiene Recall

Question	0	1	2	3
Can your team quickly identify patients overdue for hygiene or perio maintenance?				
Do you separate overdue recall by 30, 60, 90, and 180+ days?				
Is recall follow-up assigned to a specific person or role?				
Do you track completed recall outreach, not just the overdue patient list?				
Do you monitor hygiene reappointment rates before patients leave the office?				
Do you review recall recovery as a recurring management metric?				

Score: ____ / 18

Score each leakage area

Use the 0-3 scale for every question. Strong scores require tracking, ownership, action, and consistent review.

3 Claims Follow-Up

Question	0	1	2	3
Can your team identify unpaid claims by age, payer, provider, and balance amount?				
Do you have a clear process for claims older than 15, 30, 45, and 60 days?				
Are denied or rejected claims tracked separately from pending claims?				
Is someone assigned to work claims follow-up on a defined schedule?				
Do you track which claims were worked, corrected, appealed, or resubmitted?				
Do you review payer or procedure patterns that repeatedly cause delays?				

Score: ____ / 18

4 AR and Collections

Question	0	1	2	3
Can your team quickly separate insurance AR from patient AR?				
Do you review AR by aging bucket, provider, payer, and responsible party?				
Are specific team members assigned to work defined AR segments?				
Do you track actions taken on balances, not just total AR amounts?				
Do you have escalation rules for balances that remain unresolved?				
Do you review collection performance against production and adjusted production?				

Score: ____ / 18

Score each leakage area

Use the 0-3 scale for every question. Strong scores require tracking, ownership, action, and consistent review.

5 No-Shows and Cancellations

Question	0	1	2	3
Do you track no-shows and cancellations separately?				
Can you see lost appointment value by provider, procedure type, and day of week?				
Is there a same-day process to backfill open chair time?				
Do you track whether cancelled patients are rescheduled?				
Do you identify repeat no-show or short-notice cancellation patterns?				
Do you review cancellation recovery as part of weekly operations?				

Score: ____ / 18

6 Inactive Patients

Question	0	1	2	3
Can your team identify patients who have not visited in 12, 18, or 24 months?				
Do you separate inactive patients by previous treatment history, hygiene status, and outstanding balances?				
Is there a defined reactivation workflow for inactive patients?				
Do you track outreach attempts and reactivation results?				
Do you prioritize inactive patients with known treatment needs or prior high value?				
Do you review inactive patient trends as part of retention strategy?				

Score: ____ / 18

Score each leakage area

Use the 0-3 scale for every question. Strong scores require tracking, ownership, action, and consistent review.

7 Provider Production and Collection Variance

Question	0	1	2	3
Do you review production and collections by provider on a consistent schedule?				
Can you compare provider production against scheduled opportunity and completed treatment?				
Do you identify large differences between production, adjusted production, and collections?				
Can you see provider-level unscheduled treatment, cancellations, and collection gaps together?				
Do provider metrics lead to specific operational actions rather than general discussion?				
Do managers review provider variance with enough context to avoid blaming the wrong issue?				

Score: ____ / 18

8 Reporting and Accountability Gaps

Question	0	1	2	3
Do your reports clearly show what needs to be done next?				
Can each major revenue gap be assigned to a person, role, or team?				
Do managers review open worklists, not just summary numbers?				
Can you tell whether an issue is new, aging, resolved, or repeatedly resurfacing?				
Do your dashboards connect to operational follow-up workflows?				
Do weekly meetings end with clear owners, next steps, and follow-up dates?				

Score: ____ / 18

Your revenue leakage profile

Add your category scores below, then use the guide to choose your next action.

Leakage Category	Score
Unscheduled Treatment	___ / 18
Hygiene Recall	___ / 18
Claims Follow-Up	___ / 18
AR and Collections	___ / 18
No-Shows and Cancellations	___ / 18
Inactive Patients	___ / 18
Provider Production and Collection Variance	___ / 18
Reporting and Accountability Gaps	___ / 18
Total Score	___ / 144

Recommended next steps

High leakage risk

0-59

Moderate leakage risk

60-104

Low leakage risk

105-144

How SignalCare Analytics helps

We convert fragmented dental reports into operational worklists, dashboards, and action plans.

The goal: show what is leaking, who owns the follow-up, what needs to happen next, and whether action is being taken.

- Revenue leakage diagnostics
- Follow-up worklists
- Provider/accountability views
- Weekly action plans

[Schedule a Revenue Leakage Review](#)