Online Review Response Templates

Our pre-made templates make responding to online reviews simple so that you can do it in just minutes per week. Customize the templates for your front office team to use. Pre-approving your practice review responses means you can keep busy doing what you do best while your front staff does the rest.

Templates for wrong business/not actual patient

Template 1

Hello!

Based on your review, I think you may have the wrong business.
We don't {prove points about how you can't be the business in question}.

Would you remind removing your negative review from our page?

Template 2

Hello.

Based on your review, I think you may have the wrong business. Please make sure your review was meant for our company.

We work hard to provide the best dental care in our area. We don't want to lose potential business because someone gave us a bad review based on incorrect information! Would you please remove your negative reviews from our page?

Thank you!

Template 3

Hello.

We sincerely appreciate you taking the time to write a review, but we believe you may have the wrong office. No one in our office recalls seeing your name anywhere in our system at any time. Would you please follow up with me at {your email address} so I can find out if perhaps you are in our system under a different name?

If this was our office, please get in touch with us as soon as possible. I look forward to hearing from you.

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Templates for negative reviews

Template 1

Thanks for taking the time to write a review.

I'm sorry you had this experience with our practice. I can't express how much it means to me when patients take the time to visit our practice. Your review will help us improve and provide better service in the future.

Our goal is to provide the best healthcare and quality customer service. Sometimes other patient issues (including emergencies!) come up that affect our day. We are sorry that we missed the mark with you and hope we can make it up to you in the future.

Template 2

Thank you for taking the time to share your experience with us.

While we are thankful for the feedback, we are saddened and disappointed to hear about your experience. Our goal for each customer is to have nothing but a terrific experience here at (practice name). Clearly, we fell short of that goal for you. Could you please reach out to us? We want to do our best to understand our mistakes and ensure you have a wonderful experience in the future. We would also like to use this as a learning experience for our whole team to improve daily.

Template 3

Thank you for taking the time to share your experience with us.

We are so sorry that our service wasn't up to par. We appreciate hearing about our patients' experiences at (practice name). Clearly, this isn't what we want for anyone! Could you please reach out to us? We want to turn your experience from a disappointing one to a terrific one. If we could learn more about your experience, we will take every opportunity to improve our practice.

Thank you again, and please feel free to contact me anytime.

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Templates for negative reviews (continued)

Template 4

Thank you for taking time out of your day to share your experience with us.

Would you please contact us right away so we can learn more about your experience and do our best to turn this into a 5-star review? Our goal is to provide service that wows our clients. We clearly did not make that happen for you, and we want to understand why so we can improve. We promise to take any feedback you have as a learning opportunity so our team can fulfill our mission of excellence.

We look forward to hearing from you right away.

Template 5

Hello!

First off, thanks for sharing your feedback. I'm really sorry that {the negative aspect} didn't meet your expectations. Clearly, we fell short, and we apologize if this experience soured our opinion on us or pushed you away. That's not what we want to happen at all! In the future, please know that {steps you will take to improve}. The last thing we want to do is let you or any of our patients down. Here at { Practice name}, we care deeply about providing the highest level of care and service to everyone.

Please get in touch with us so we can try to make this situation right with you.

Template 6

Hello!

Thank you for taking the time to write a review of our dental practice. We are sorry that we were unable to meet your expectations. I want you to know how much it means as we strive towards improving ourselves every day. I have passed on your feedback to our entire team in an effort for us all at {Practice name} to reach new heights with each other's help. Please don't hesitate to reach out if there is anything else we can do to improve this situation.

Thank you again!

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Templates for positive reviews

Template 1

Thank you for the wonderful 5-star review!

We are so grateful that people like you see just how hard we work to ensure every patient has a five-star experience like you did. Our mission is to provide the highest level of health care AND the highest level of service possible. Here at {Name of practice}, we strive to be the very best. Thank you for your feedback. It brings us great joy to see our hard work paying off.

Thank you for telling so many people about us. We are honored by your endorsement. We look forward to seeing you and your friends and family members in the future if we are so fortunate.

Template 2

Thank you for the outstanding review!

We are so grateful that people like yourself can see just how hard we work to make sure every patient has a five-star experience. Our mission is to provide excellent health care and excellent customer service. Here at {Practice name}, we strive to be not only one of the best [type of practice] in [City Name] but also among some of the most reputable practices nationwide. Thank you again for taking time out from your busy schedule to give us feedback - it brings us great joy knowing that all this hard work pays off.

Thank you for leaving such an amazing 5-star review; we really appreciate hearing about what made YOU have such a phenomenal experience.

Template 3

Thank you for your excellent 5-star review!

Our mission is to provide the highest level of health care AND service possible. It's thanks to patients like you who take time out of their day to share with us their experience. Your feedback validates our efforts and gives our whole team a pat on the back. Your review and experience are the very reasons we started this practice here in {city name}. We would love to see you again and all of your friends and family if they should ever need us.

Thank you again!

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Templates for positive reviews (continued)

Template 4

Wow.

We are blown away by your thoughtful review of our (dental) practice. We work so hard every day to ensure our patients here in (city name) have the type of experience you have described. The whole reason we started this practice was to make a difference in people's lives. Your review is proof that we are making that happen for so many people.

Thank you so much for taking the time out of your day to leave this review. We are grateful.

Template 5

Thanks for taking the time to write such a glowing review!

We appreciate you telling others about your great experience with our team here at {practice name} in {city}. We greatly appreciate all customer feedback, good or bad!

As an award-winning {dental} office that strives to make every patient feel like family, we thank you so much!

We recommend responding to all online reviews, good or bad. Remember that your responses will be there for all to see. Use reviews as an opportunity to show potential customers how you treat those who give you negative feedback. Customers appreciate companies who are constantly improving!

Responding to all reviews is an excellent way to show how much you care about your customer's experience. Market yourself by doubling or tripling the amount of positive information about your practice that appears on Google!

Responding to online reviews is great, but if you need more reviews to respond to, contact OMNI Premier Marketing today to learn how to get more reviews from your patients.

Call Today!
(720) 549-9222