

AN ALTERNATIVE APPROACH TO COMMUNICATING WITH NEW PATIENTS.



It would be ideal to gain our patient’s trust immediately, however, building solid relationships requires time, communication and an understanding of the individual’s needs, desires, awareness, means and values. This cannot be done in ten minutes. From the initial phone call through completion of complex treatment, learn each team member’s role in gaining the new patient’s trust, identifying their desires and preferences, and insure the patient will remain in the practice.

Dr Black shares the systems necessary to create an effective new patient experience. He will identify the roles of each team member to produce continuity of care and delivering exactly the appropriate treatment at the appropriate time.

Learn and incorporate these alternative approaches in your practice and set yourself up for more successful consultations and increased treatment acceptance and profitability.

LEARNING OBJECTIVES

- Compare your current approach to patient intake to the new, alternative approach
- Learn a new system of intake that will focus more on the patient’s desires
- Explore how to assess a patient’s dental awareness and readiness
- Develop skills for building trust between doctor and new patient
- Determine the importance of a thorough patient interview before suggesting treatment
- Apply a classification of patients based on type and amount of work needed
- Learn the difference in leadership skills needed between simple and complex treatment

Suggested Format: Lecture or Keynote — 1-4 Hours
Suggested Audience: Dentists and team members

