



REGIONAL EVENT

WELCOME
TO TODAY'S REGIONAL EVENT!

Practiceplan
The business of dentistry

Part of the **WESLEYAN** Group

Building value in your private patient examination experience

Practice Plan Regional Event

Laura Horton 15th May 2024

Agenda

Learning outcomes:

1. Acquire skills in co-diagnosis methods to enhance patient knowledge during the dental examination process
2. Develop tailored dialogue strategies to engage effectively with different patient demographics
3. Gain insights into structured approaches for presenting various treatment alternatives to patients
4. Master the art of coordinating with the reception team to ensure efficient scheduling for patients







How do you feel about your routine patient assessment?

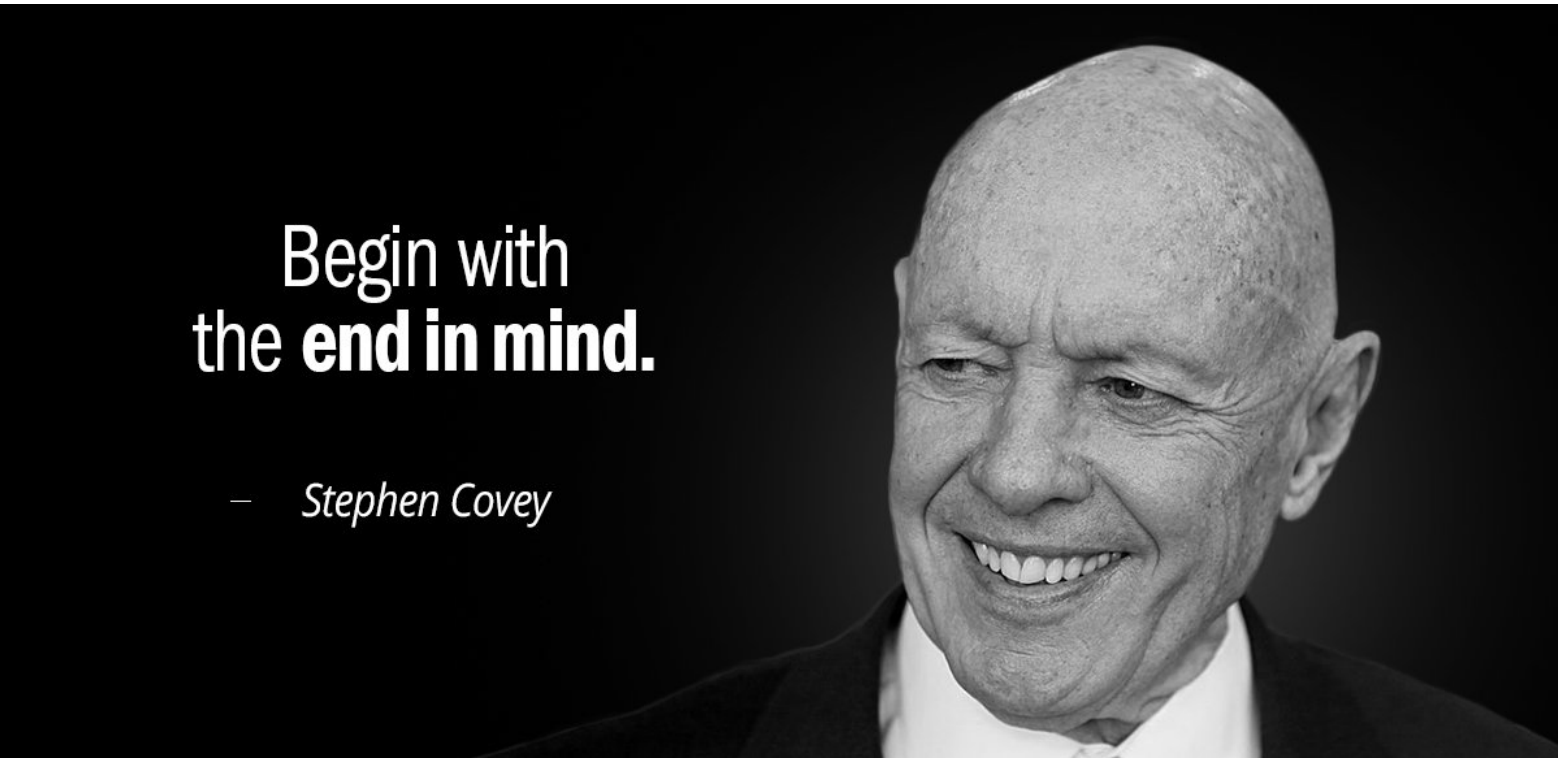
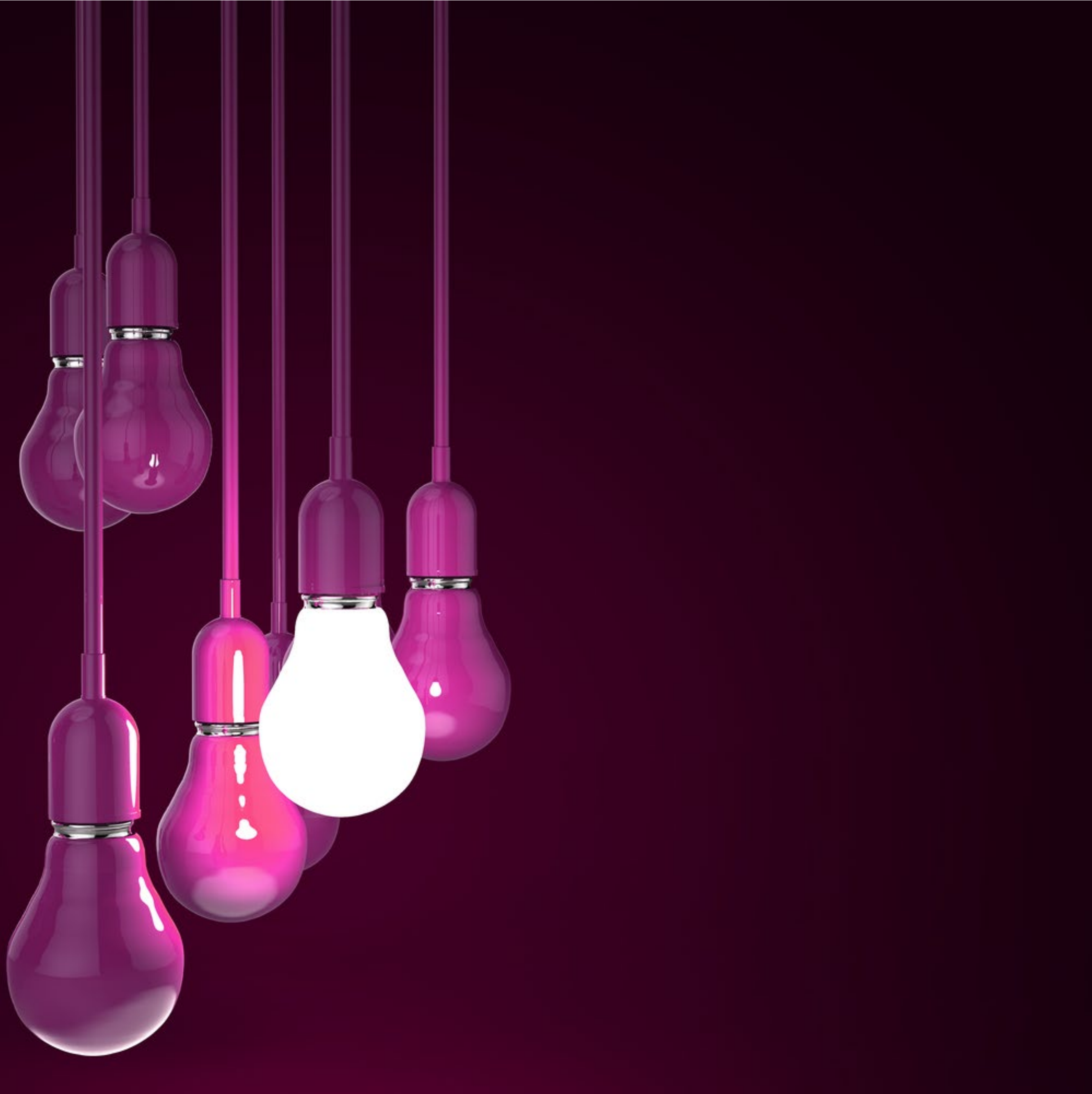
Loss leader

Pressured

Rushed

Excited

Acquire skills in co-diagnosis methods to enhance patient knowledge during the dental examination process



Your Patient Assessment

- Opportunity to showcase your clinical ability
- Demonstrate your skill set
- Build a relationship
- Build value in your treatment in relation to the fees

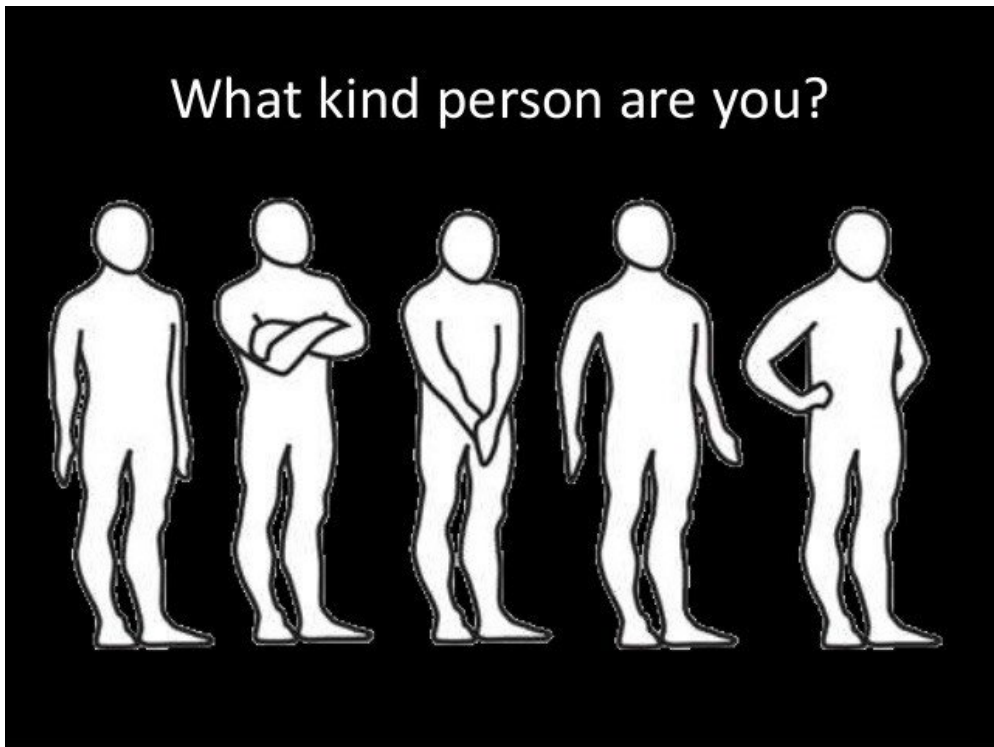


The importance of the name...

- Consultation
- Examination
- Check up
- Oral health assessment
- Comprehensive assessment



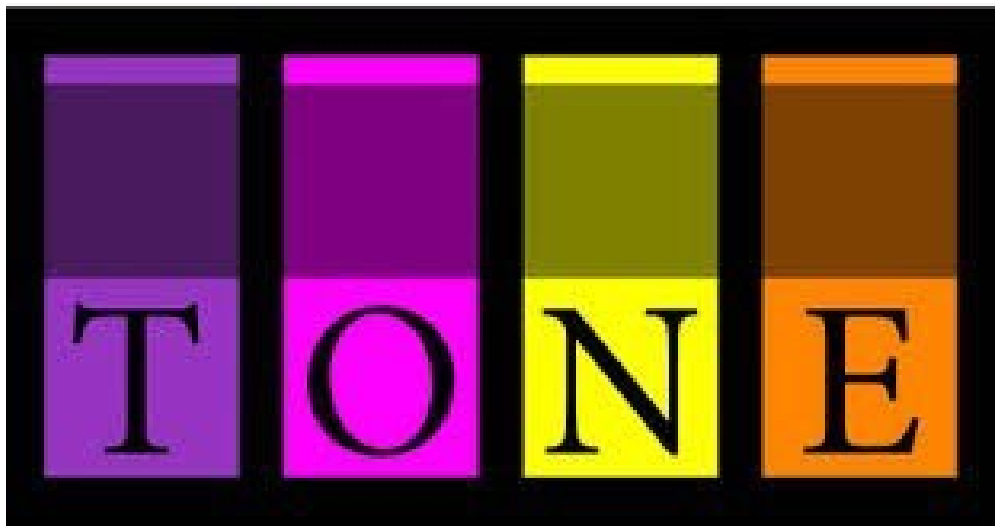
Communication



58% Body Language



7% Words



35% Tone

Body language

Eye Contact

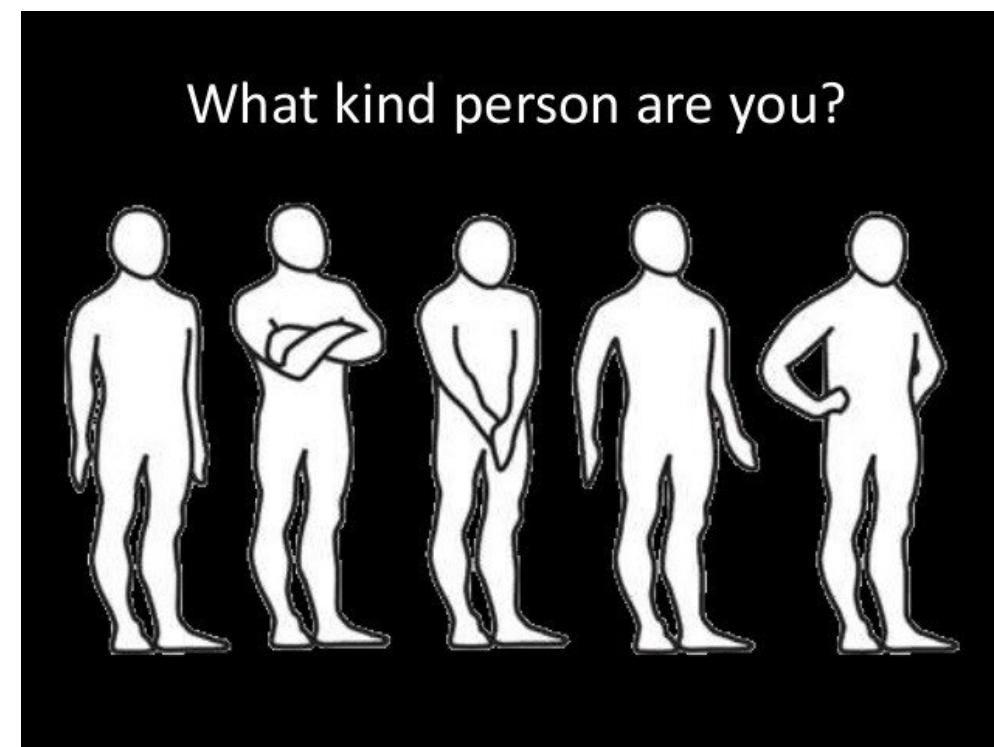
Face

Posture

Hand Gestures

Personal Space

Body Contact



How?

- ✓ Eye contact
- ✓ Remove distractions
- ✓ Make sure you can hear them
- ✓ Focus on exactly what they are saying
- ✓ Facial expressions

How?

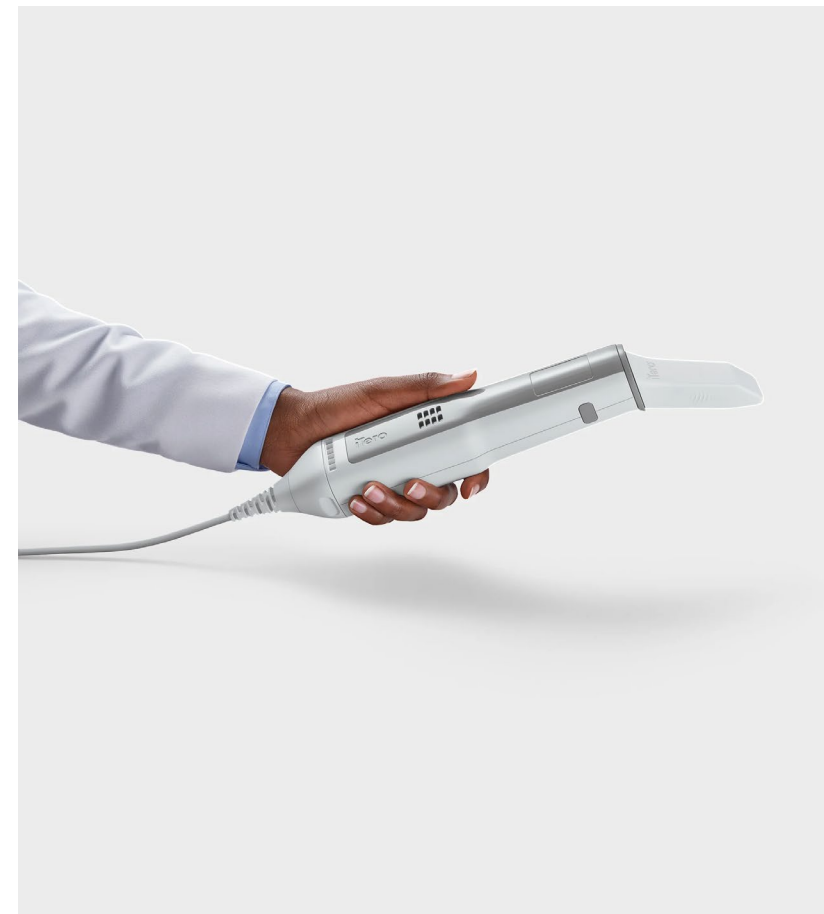
- ✓ Respond with interest
- ✓ Only do 25% of the speaking
- ✓ Show understanding
- ✓ Summarise their comments
- ✓ Body language

Co-diagnosis

- What happened?
- How long?
- How did you feel?
- Do you have concerns?
- My concerns are.....

10% of tooth left, weak.....

Digital Tools



10% of tooth left, weak.....



Develop tailored dialogue strategies to engage effectively with different patient demographics

DISC profile the patient



D

- Dominant
- Factual
- Make quick decisions
- Do not like small talk
- Want you to get straight to the point

I

- Influential
- Feeling
- Talkative
- Excitable
- Interested in the end result

S

- Steadiness
- Feeling
- Health orientated
- Do not like to spend money on themselves
- Loyal

C

- Conscientious
- Factual
- Need to know all the details
- Cannot make decisions
- The most misunderstood group

Verbal skills to use with your S character

We're going to take this step by step together, ensuring your comfort and understanding throughout the process

Can I explain what's happening with your dental health in a simple way, so you know exactly what to expect

You're doing a great job managing your oral hygiene, and with a few adjustments, we can ensure even better dental health

By addressing this now, we're looking out for your long-term health, ensuring you avoid any future discomfort

I recommend we start with this treatment. It's a gentle option and the best choice to prevent any further issues

What are your thoughts about the options we discussed? I value your input as we plan your care

**Gain insights into structured approaches
for presenting various treatment
alternatives to patients**

GDC standards 3.1.3

3.1.3 Links to element 3 of valid consent - knowledge.

You should find out **what your patients want to know** as well as what you think they need to know.

Things that patients might want to know include:

- Options for treatment, the risks and the potential benefits
- Why you think a particular treatment is necessary and appropriate for them
- The consequences, risks and benefits of the treatment you propose
- The likely prognosis
- **Your recommended option**
- The cost of the proposed treatment
- What might happen if the proposed treatment is not carried out
- Whether the treatment is guaranteed, how long it is guaranteed for and any exclusions that apply.



Presenting options

1

Gum health

2

Teeth -
lower
priority

3

Teeth -
higher
priority

This tooth although weak and cracked is a lower need. This will need a medium size white filling in the future

This tooth is very weak and needs treatment sooner rather than later. This tooth needs a large white filling

This tooth is very weak and needs treatment sooner rather than later. I can get away with it I will use a white filling but I won't know until on the day, it depends what I find as it may need an onlay. I will treatment plan for a large complex white filling and an onlay

Master the art of coordinating with the reception team to ensure efficient scheduling for patients

Handover system



Handover experience

Action steps:

At the end of the appointment in the treatment room, the clinician discusses:

- Appointment findings
- Treatment plan - consents - information sheets - guarantees
- Fees due today - Confirmation of investment
- Diary zoning / appointment needs
- Priority list
- The next appointments and who they are with
- Product recommendations
- Follow-up calls post treatment if needed

The clinician will always take the patient out to the front desk team member and provide this information to them.

Summary

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THANK YOU

FOR ATTENDING TODAY'S EVENT.
WE HOPE TO SEE YOU AT ANOTHER PRACTICE PLAN EVENT SOON!

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