UNLOCK YOUR TEAM'S

SUPERPOWERS

AND TRANSFORM YOUR PATIENT EXPERIENCE

PART THREE

AI TOOLS

CORE PRACTICE SYSTEMS

dentally

CARESTACK

SENSEI

SOFTWARE OF EXCELLENCE

FRONT DESK SYSTEMS

VoiceStack

RoboReception

Boxly

Linda AI

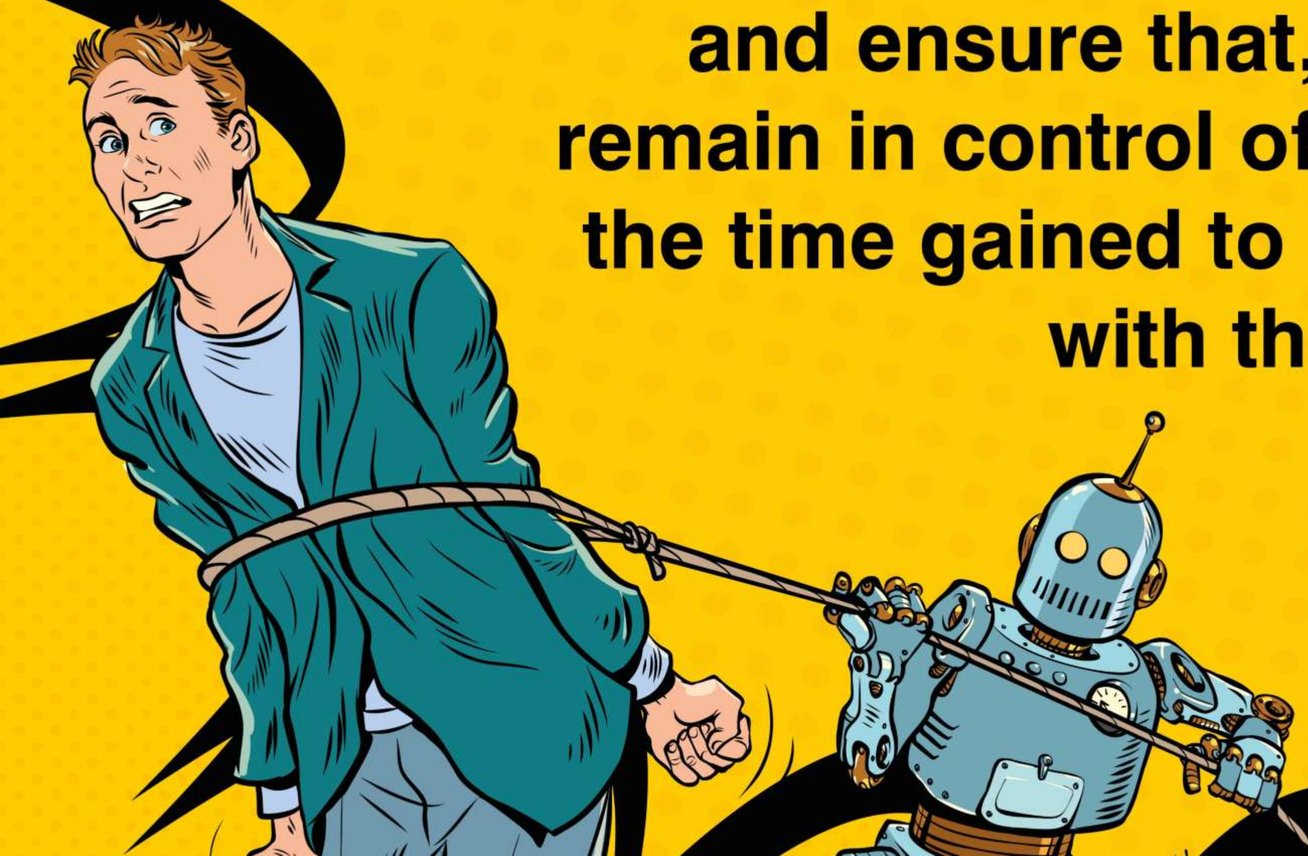
TEAM SUPPORT

ChatGPT

grammarly

Claude

You cannot allow AI to rule the show. You must review what has been collected and ensure that, as a practice, you remain in control of the narrative and use the time gained to build the relationship with the patient.



AI can offer a solution to 24-hour access for patients and dramatically increase your practice efficiency.

But it must never replace human connection within your practice.

Technology can open the door. Only your team can build trust.

The future of dentistry is not AI or human touch. It is AI powered by human intention.




PEOPLE ARE THE
POWER

CLINICAL SUPPORT SUPERPOWER



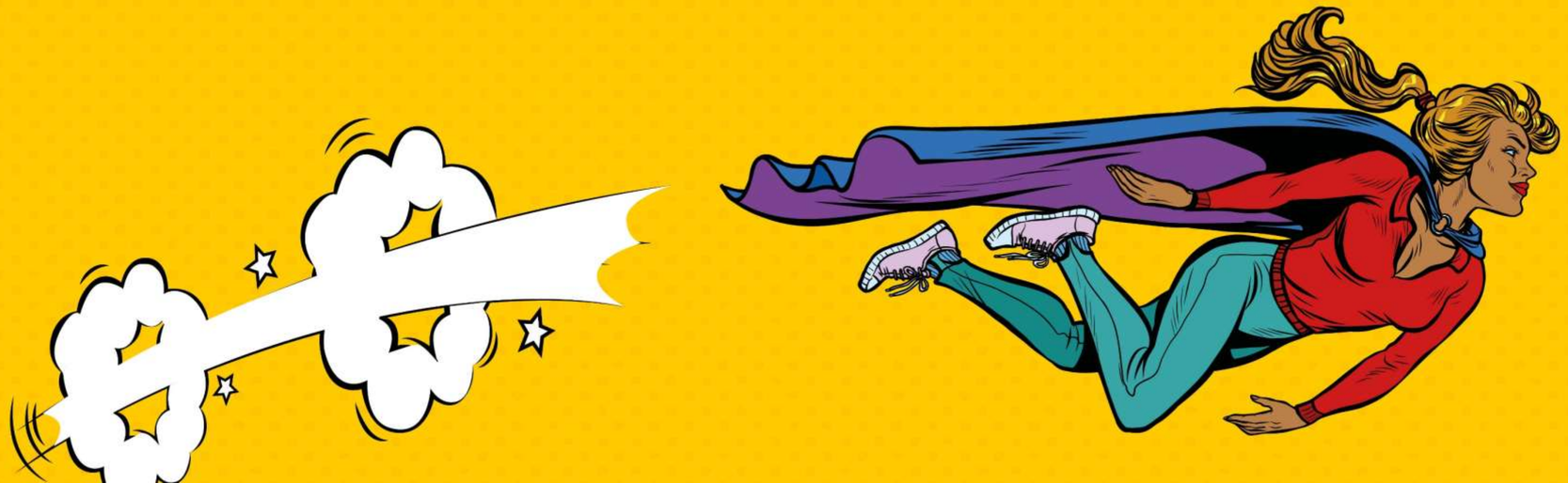
WHICH DENTAL NURSE SUPERPOWERS HAVE YOU ALREADY UNLOCKED IN YOUR PRACTICE?

FROM CLINICAL SUPPORT TO PRACTICE SUPERPOWER

CLINICAL SKILLS	PATIENT JOURNEY	LEADERSHIP & SUPPORT
DIGITAL SCANNING	ORAL HEALTH EDUCATION	LEAD NURSE
IMPRESSIONS	IMPLANTS	DEPUTY MANAGER
RADIOGRAPHY	ORTHODONTICS	APPRENTICE TRAINER
PHOTOGRAPHY / SHADE TAKING	ENDONTICS	PRACTICE MANAGER
CEREC STAIN & GLAZE	SEDATION	COMPLIANCE LEAD
DIGITAL LAB	TCO	

LAUNCHING YOUR TALENT

- Vision planning
- Personal development planning
- Learning from each other
- Using new skills to develop expertise
- Exposure to new ideas
- Supportive investment



TREATMENT PLANNING SUPERPOWER

THE FOUNDATIONS OF PATIENT COMMUNICATION

PRINCIPLE 1: Put patients' interests first

PRINCIPLE 2: Communicate effectively

PRINCIPLE 3: Obtain valid consent

PRINCIPLE 4: Maintain and protect patient information

THE 6 STEPS OF TREATMENT PLANNING

1. Summarise findings
2. Risk-based recommendation and phased planning
3. TCO or nurse: translation and understanding
4. Investment and membership discussion
5. Objections and questions
6. Confirm and follow up

HOW DO YOU CURRENTLY PRESENT AND EXPLAIN TREATMENT PLANS TO YOUR PATIENTS?

ACTION TIME!

DIFFERENT WAYS TO COMMUNICATE A TREATMENT PLAN

- Personalised letter to the patient (include annotated x-rays and clinical photographs)
- Digital scan
- Photographs (intraoral / SDR camera / phone camera)
- Clinician recording
- Demo models
- Have your TCO present
- PowerPoint presentation

PRESENTING ON THE DAY

- Be prepared, organised and confident
- You are in control and lead the conversation
- Meet your professional responsibilities
- Be clear, confident and patient-focused



WHAT HAPPENS AFTER THE PATIENT LEAVES?

"I'd like to take some time to carefully consider the best options for you, then bring you back so we can agree your treatment plan together."

REVIEW DIAGNOSTICS

Review X-rays, digital scans and clinical photographs

ANALYSE & PLAN

Assess findings and develop an evidence-based plan

CONSULT & COLLABORATE

Discuss with the wider team for the best outcome

TAKE TIME OUT

Set aside dedicated preparation time

ENSURE EXCELLENCE

Check every detail for a clear, safe patient plan

CONTROLLED CONVERSATION

Bring the patient back for a focused conversation that builds understanding, consent and trust

1 Summarise findings --- 2 --- 3 --- 4 --- 5 --- 6

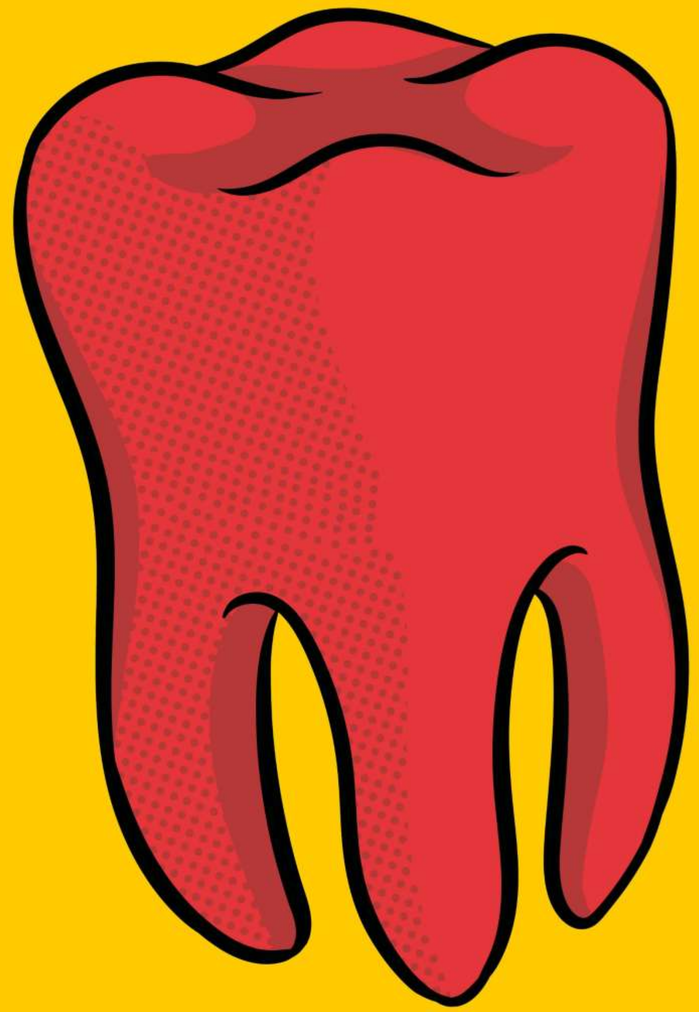
NOT ALL TREATMENT HAS THE SAME URGENCY



1 --- 2 Risk-based recommendation and phased planning --- 3 --- 4 --- 5 --- 6

RED TREATMENT

- Active tooth decay
- Gum disease (periodontal disease)
- Infection or abscess
- Nerve involvement or pain



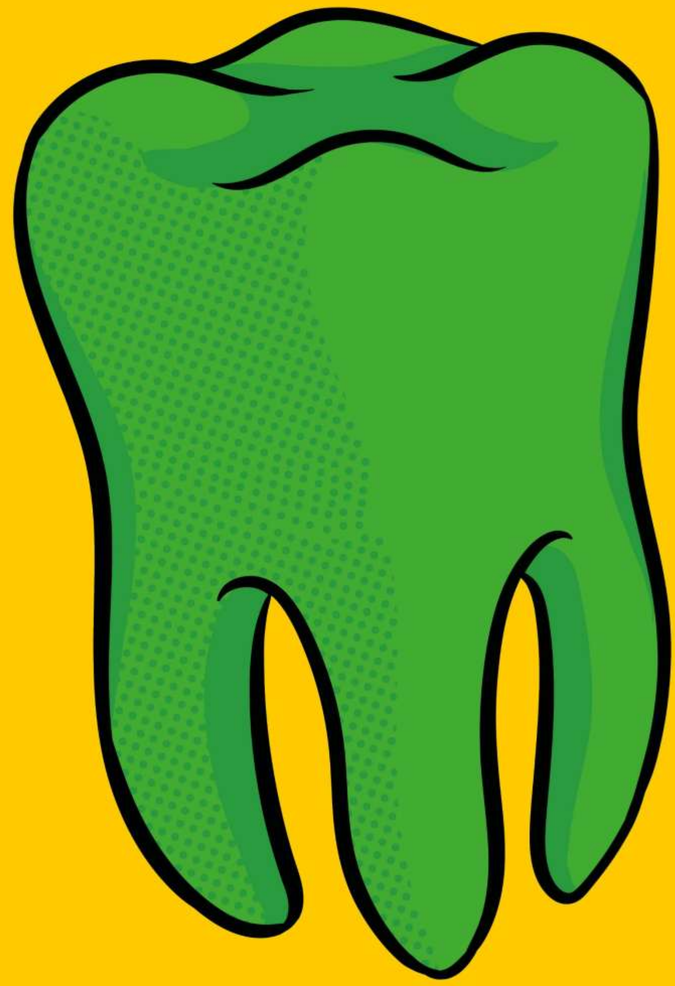
AMBER TREATMENT

- Not urgent: Early signs identified
- Not ignored: Actively monitored
- Time-sensitive: Delay increases risk
- Structured watch reviews in place



GREEN TREATMENT

- Elective
- Patient-led
- Outcome focused
- Built on a stable foundation




ACTION
TIME!

PART ONE: PRIORITISE THE PATIENT'S NEEDS

Using the RED, AMBER, GREEN approach, decide how you would prioritise the patient's care:

RED
What needs immediate attention or intervention?

AMBER
What developing risks or concerns need to be monitored or managed?

GREEN
What elective or patient-led treatment could be considered?

PART TWO: PLAN THE CONVERSATION



TCO OR NURSE: TRANSLATION & UNDERSTANDING

TRANSLATE: Turn clinical jargon into clear, simple language

LISTEN ACTIVELY: Create space for patients to share and be heard

CHECK UNDERSTANDING: Confirm what's clear and what needs more explanation

CLARIFY UNCERTAINTY: Identify what's unclear and provide the right information

KNOW WHEN TO ESCALATE: Involve the wider team when needed to provide the best care

TCO OR NURSE: TRANSLATION & UNDERSTANDING

“Can you confirm what you have understood so far?”

“We’ll go through everything together to make sure it all makes sense.

Please tell us if anything is unclear – we’re here to help.
Your understanding and confidence are important to us.”

INVESTMENT & MEMBERSHIP

- **TREATMENT PLANS** (Clear costs / options)
- **MEMBERSHIP** (Prescribed / save money / benefits)
- **FINANCIAL OPTIONS** (Spread the cost)
- **REVIEWS** (Trust from your raving fans)
- **GUARANTEES** (Validation & longevity)

OBJECTIONS

- Understanding recommendations
- Gum health
- Clinical questions
- Financial concerns
- Time concerns (how long / right time)
- No booking opportunities
- Nervous about having treatment
- Need time to reflect
- Other solutions
- The decision maker is not in the room
- Treatment longevity / guarantees

“Rather than rushing a decision today, let’s arrange a follow-up appointment so we can continue the conversation, answer any questions, and make sure you feel fully informed and comfortable before confirming what you would like to do next.

I have two options to book this in for you: Option 1 or Option 2”.

FOLLOW UP

ALWAYS book the next conversation

ALWAYS book a specific time

ALWAYS confirm who this will be with

CLOSE THE LOOP

In person

Digitally

On the phone







1 --- 2 --- 3 --- 4 --- 5 --- 6 Confirm and follow-up

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YOU'VE DISCOVERED HOW TO...

- Supercharge your patient feedback
- Conquer complaints with confidence
- Master treatment planning
- Power up your dental nurses
- Wow every new patient
- Keep your practice running on time
- Unleash the power of the GDC standards

POSITIVITY CAPE!

WHAT UNIQUE POWER DOES EACH PERSON BRING TO THE PRACTICE?

ACTION TIME!

THANK YOU