

HELPING PATIENTS MAKE BETTER TREATMENT CHOICES

Very few patients experience the full benefit of all that dentistry has to offer. Most of them have tooth-based dentistry that's been done over the years or decades. In this module, learn how to communicate with patients about the different levels of care that are available to them in contemporary dentistry and help them choose the right one for them.

Learning Objectives:

- Give patients a clinical vision for the type of dentistry they want
- Help patients decide on the level of care that is right for them at this time

SYNOPSIS OF KEY LEARNING POINTS

- Most patients have a limited understanding of contemporary dentistry.
- We often treat all patients the same.
- Patients must be given an opportunity to choose higher levels of care.
- We must explicitly ask them the level of care they want.
- We must get permission to be more comprehensive

PREPARATION

In addition to this module guide, please ensure a copy of the following is printed for each team member prior to beginning the module:

- We Welcome All Patients (pdf)
- Implementation Plan (pdf)

MEETING INTRODUCTION

- Reminder to turn off devices. Minimize distractions, respect everyone's time, and keep us all focused on the lesson.
- Review. Brief recap of previous meeting's goals. Review implementation progress; how are we doing?

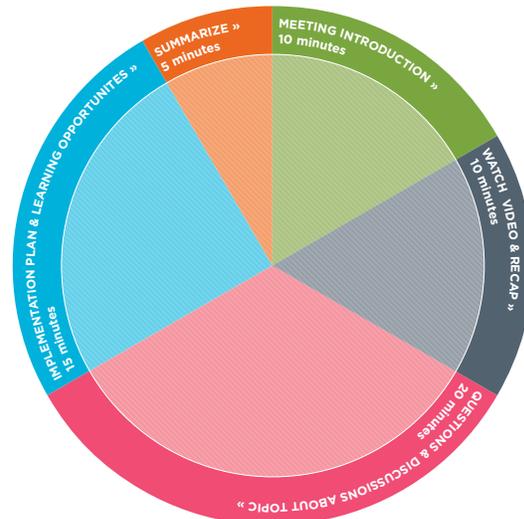
TEAM DISCUSSION GUIDE

Consider the following questions with your team. You may not have time to discuss all of these questions, so choose those questions that are most helpful to you.

- What is the most important insight you learned about your practice?
- How often does your practice assume a new patient wants only essential care?
- What do you do now to try to open patients up to more comprehensive care?
- Do you have a comfort zone when discussing patient treatment options, beyond which you are hesitant because you are unsure if the patient is ready?
- How will implementing this strategy help your practice to improve?
- Do you agree with the levels of care as they were defined?
- What level of care do you think most of your patients would select if they were given the choice as a new patient in your practice?
- How would that choice influence your relationship with patients?

RECOMMENDED AGENDA

- 10 MINUTES** Review of implementation progress for previous modules
- 10 MINUTES** Today's topic video and key learning points
- 20 MINUTES** Frequently asked questions and team discussion about today's topic
- 15 MINUTES** Implementation plan and additional learning opportunities
- 5 MINUTES** Summarize and announce next module topic



- What do you see as the primary challenges to implementing this strategy, and how do you get past those challenges or adapt the strategy to your practice?

FREQUENTLY ASKED QUESTIONS

The following frequently asked questions are included with the module for you.

- Who should have the discussion with the patient, and when?
- What if the patient doesn't want to choose a level of care?
- What if patients choose a lower level of care?

ADDITIONAL LEARNING

There are additional learning opportunities on Spear Digital Suite that support this topic. For more information, refer to the following lessons.

Course: Creating Value With New Patients

Lesson: New Patient Experience Preparation

Lesson: New Patient Experience Value for Care