

PRESENTING TREATMENT OPTIONS VS. A TREATMENT PLAN TO IMPROVE CASE ACCEPTANCE

In this module, Dr. Sear describes his three steps for effective case presentation. Instead of beginning with a treatment plan and working backward, you will learn to first convey findings, then review potential consequences and finish by co-creating multiple treatment options with the patient.

Learning Objectives:

- Understand the risks of presenting one treatment plan
- Understand an alternative way of presenting treatment options to involve the patient in choosing the best treatment plan
- Understand one option of how to address fees in the presentation process

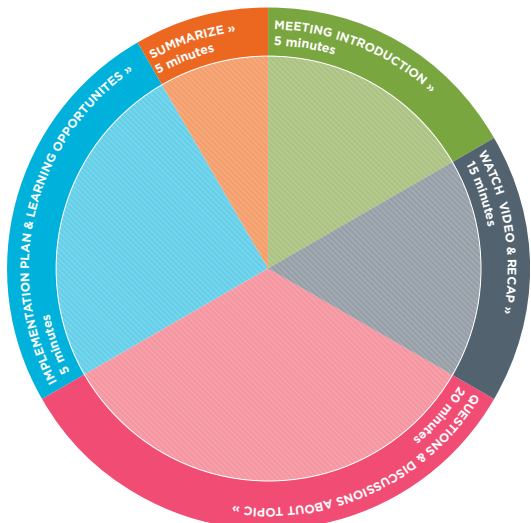
RECOMMENDED AGENDA

- 5 MINUTES** Review of implementation progress for previous Modules
- 15 MINUTES** View the video component of the Team Meeting Module
- 20 MINUTES** Team discussion about the Team Meeting topic
- 5 MINUTES** Create an implementation plan for the information learned
- 5 MINUTES** Summarize and announce next module topic

TEAM DISCUSSION GUIDE

Consider the following questions with your team. Choose those questions that are most helpful to you. When appropriate, you may want to discuss additional questions during another scheduled meeting.

- How does your team typically go about case presentation with patients? How successful has this approach been for case acceptance?
- What is the benefit of exploring multiple treatment options vs. a singular specified treatment plan?
- What are the benefits of describing the options available in their entirety before moving on to the financial issue?



PREPARATION

Please view the previous module, “Using the ‘Open Ears’ Method to Build Patient Trust during the Initial Exam” prior to viewing this one

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?

RESOURCES FOR THIS MEETING

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

- Implementation Plan (pdf)