Is your method of communication causing patients to say ‘No!’ to dentistry?

Are your cancellations and failed appointments on the rise?

Are accounts receivable figures growing while case acceptance is decreasing?

Understanding ‘what to say’ and ‘how to say it’ is the first step toward practice success. Explore effective communication techniques for improving scheduling and reducing open time, increasing case acceptance, and fine-tuning financial arrangements.

Poor communication can result in complications with patients and even team members. It may be simple to identify where we have difficulty communicating in the practice, but converting difficult situations into positive ones - that’s another story. Learn protocols and systems for retraining the troublesome patient (including knowing when it’s time to release a patient from your care.) Discover how to recognize and resolve difficult situations with patients, insurance companies and even your own team members.

PARTICIPANTS WILL LEARN:
- Develop effective verbal strategies for scheduling and reducing open time
- Improve success with confirmation phone calls
- Prevent cancellations and failed appointments
- Establish written protocols to ensure effective implementation of systems
- Facilitate discussions involving financial arrangements
- Guide patients to pay sooner rather than later
- Make successful collection calls
- Reduce accounts receivable
- Determine when it’s time to release a patient –and how to do it
- Identify hidden traits that provide clues to the motivation behind challenging behavior

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