

Treatment Coordinators

From Basics to Intermediate Level

Event Description

This course is suited for all team members to add value to the practice. Dentists who want thriving case acceptance, Treatment Coordinators eager to enhance presentation skills, Hygienists who present treatment and are excited to polish communication techniques and Assistants and Administrative staff committed to supporting the case acceptance process.



Karen Young, F.A.D.I.A
Speaker, Certified Educator, Coach

Toronto-based Patient Care Coordinator Ms. Karen Young brings her passion for dentistry to the table, guiding patients through their treatment, addressing their questions, and overseeing the process from start to finish.

Karen is a member of the Association of Dental Implant Auxiliaries' (ADIA) board of directors and has held an ADIA Fellowship since 2004. With more than 25 years' experience in the dental environment, Karen also holds a qualification in Practice Management and is affiliated with the International Congress of Oral Implantology (ICOI).



Location

Toronto College of Dental Hygiene and Auxiliaries Inc.
28 Vanley Crescent, North York, ON M3J 2B8
Canada

Cost

\$149 + HST
Early Bird - \$99 + HST - before August 22, 2018

Date

Saturday September 22nd, 2018 - 9 am to 3 pm

Course Outline:

- Roles and responsibilities of a Treatment Co-ordinator
- Tools and job aid:
 - Treatment option sheets
 - Technology for patient education
- Coding and sequencing of appointments
- How to perform a case presentation and improve case acceptance
- Understanding the psychology of patient motivation and your communication style
- Fee presentation and effective financial options
- Overcome pre-judgments; paradigm shifting
- Close the case with confirmed appointments and a financial commitment
- Handling objections
- Helping patients identify their condition and needs
- Increasing the perceived value of dental implant services
- Reduction on no-shows and short-notice cancellations
- One hour of hands on training workshop with Consult-PRO patient education and case acceptance software.
(Optional: Contact the registration team to download a trial version of Consult-PRO Premium onto your laptop to bring to the course.)

Educational Objectives:

(CE Credits: 5)

- Understand and identify the common barriers to case acceptance
- Develop protocols for the case presentation process
- Modify the process of case presentation based on personality of your patient
- Learn the tools necessary to effectively communicate with both your patients and co-workers
- To establish the guidelines for essential elements in successful case presentation
- Communicating treatment plan procedures effectively to patients
- To increase case acceptance within your practice.

"She is a fantastic speaker, extremely knowledgeable" - Anna T.

To Register – Quote code TX4-092218

Email: sales@consult-PRO.com

Call: (800) 519-6569 X 222 or X 233

Online: www.consult-pro.com on the events page

Continental breakfast & lunch included