

medenta^o
putting business into practice



From Me To You

Overview - From Me To You

(Verifiable for 6 hours CPD)

So many practices are busy seeing patients and producing treatment plans. Too often however they are not translating this activity into doing the kind of dentistry that they would really like to do and more importantly they are not doing the kind of dentistry that their clients really want to have.

It is generally recognised that clinicians like to do clinical work and whether by delegation or abdication would prefer to leave “the rest” to someone else. However without clear processes, the right people at each stage and the correct skills training there is confusion, poor customer service and patient dissatisfaction.

Through a blend of teaching, facilitated discussion, demonstration and hands on experience, this one day workshop is for those members of the practice team who want to explore the range of processes and the skills that are required to establish the role of the patient treatment coordinator.

Programme

- 0845 - 0915 Registration
- 0915 - 1045 Defining Moments
 - The Purpose
 - The Product
 - The Person
 - The Prerequisites
- 1045 - 1100 Break
- 1100 - 1230 The Outward Journey
 - Front Desk
 - Consultation
 - Assessment
- 1230 - 1330 Lunch
- 1330 - 1500 The Return Journey
 - Clock The Week
 - The Options Meeting
 - Finishing Touches
- 1500 - 1515 Break
- 1515 - 1615 Planning Your Journeys
- 1615 - 1645 Question time
- 1645 Summary & close

All workshops are inclusive of workbook, slide handouts, practice resources, refreshments including lunch, follow up half day coaching visit, certificate for 6 hours verifiable CPD.

Learning Objectives

At the end of this workshop, delegates will be able to start:

- Delivering outstanding pre-clinical assessments
- Playing their part in the clinical consultation
- Presenting post-consultation treatment options
- Letting clinicians focus on clinical dentistry
- Discussing money easily and effectively
- Securing more treatment acceptance
- Improving the level of customer service
- Developing quality communication skills
- Appreciating client personality types

This workshop is beneficial for any member of the team who is involved in interacting with clients but is especially helpful for reception staff, clinicians, treatment coordinators and practice managers. Delegate numbers for this open course are kept at a maximum of 30 to ensure that there is closer engagement and more one to one time with the presenters. A bespoke version of this course can be provided in-practice.



Richard Collard is a business graduate and CTI trained coactive coach with an entire business career spent in dentistry firstly with KaVo and then running his own consultancy and coaching business. He is a partner and director at Medenta with responsibility for sales, training and product development.



Simon Tucker is a business builder of vast experience who has operated nationally and internationally with some blue chip dental companies in a variety of top sales and marketing management roles. He is a partner and director at Medenta with responsibility for finance, marketing and all matters IT.



Laura Horton is a qualified RDN, dental radiographer and has a merit in oral health education. Laura has extensive management experience in dentistry and has worked with one of the USA's leading coaches which helped her to acquire many new skills which have been adapted and brought to the UK marketplace.



Medenta

2 Cockburn Place
Riverside Business Park
Irvine KA11 5DA

T 01294 316559

E info@medenta.com

www.medenta.com