



# Team Activity

# Team Activity

## **Series 2 Advanced Training**

### **Session 3 Clinical Experience (Part 1)**

**Listen Online**  
**[dst.media/focus15](http://dst.media/focus15)**

- 
1. Make a copy of this worksheet for each team member to use.
  2. Complete the Team Activity.
  3. Fax or email one “Master Worksheet” containing your team’s collective efforts.
- 

## **Send Us Your Master Worksheet**

**Fax**  
**615-807-3301**

**Email**  
**[Champions@DentalSuccessToday.net](mailto:Champions@DentalSuccessToday.net)**

# Team Activity

## Step 1 Building the Case

In preparation for role-playing, first review how to best build the case for every patient.

### Five Simple Ways to Build the Case for Your Patients

**1. State why you're doing what you're doing.**

This brings the patient into the process, promotes education and engagement, as well as increases your authority.

**2. Point out at least one thing in x-rays and photographs you want to look at more closely.**

It's important to do this so your doctor is set up for success. Your notes and discussion with the patient not only primes them to be more receptive to what the doctor has to say, but it also creates a network of trust and transparency between everyone.

**3. Ask leading questions.**

Examples would be:

- Have you looked at your mouth this way before?
- Have you seen this before?
- How does it feel when you chew, eat hot / cold food, etc?
- This looks like it should hurt; are you feeling any pain or discomfort in this area?

**4. Provide an overview of what you see and ask what they want to discuss with the doctor.**

Your goal is to get your patient asking the the doctor questions. If that happens, you've been successful! However, if they're not engaging, provide your suggestion. For example: "I'm going to suggest we stay focused on the bigger picture. Based on our time together, I'm going to suggest the doctor look at these specific areas, and we'll go through each of the x-rays and photographs together, one-by-one. How does that sound to you?"

**5. Tell them exactly what's going to happen when the doctor comes in.**

Highlight the state of ideal, reinforce that the doctor will be meeting all the patient's goals, and coming up with a comprehensive plan to take care of the patient's health longterm.



# Team Activity

## Step 3 Role-Play

Divide your team into groups, preferably 2-4 team members in each small group.

Take turns being both the patient and the clinical team member.

Engage the patient with every x-ray and photo, and go through the entirety of your pre-doctor diagnostic process together.

**Focus on flow and language.**

Ensure you have a cohesive way that clinical team members take the patient through each step of the process, incorporating the Five Simple Ways to Build the Case for Your Patients outlined in Step 1.

During role-playing, what went well, and what can be improved upon?

---

---

---

---

---

---

---

---

---

---

# Team Activity

## Step 4 The Final Three Steps of Patient Preparation and Team Discussion

Review the final three steps of preparing the patient for success.

### The Final Three Steps:

1. Focus on what the patient is looking for.
2. Explain the overall goal.
3. Detail what the patient's outcome is going to be.

With these in mind, as well as what you discovered during role-playing, come together as a team and decide how you're going to build stronger cases through better processes.

What commitments are you making as a team to building better cases going forward?

---

---

---

---

---

---

---

---

---

---