



Team Activity

Team Activity

Series 3 Team Mastery

Session 1 Making Old Patients and Treatment New Again

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dst.media/focus25

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.
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Send Us Your Master Worksheet

Fax
615-807-3301

Email
Champions@DentalSuccessToday.net

Team Activity

Step 1 Growth and Success

As a team, discuss your six growth and success metrics outlined in your transcript.

What are the six growth and success metrics in every dental practice?

Growth and Success Metric #1

Growth and Success Metric #2

Growth and Success Metric #3

Growth and Success Metric #4

Growth and Success Metric #5

Growth and Success Metric #6

What's often mistakenly made the primary focus instead of these six metrics?

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Step 2 Fill In the Blanks

As a team, fill in the blanks below using the highlighted parts of the transcript as your guide.

What are the four basics in treating every patient like a new patient?

"You want to know at the beginning of every day what the _____ is, the unscheduled treatment, the recent conversations, the interest of every patient you will see."

"You want to _____ each patient with the _____ earlier in their visit so you don't run out of time."

"You want to _____ your patients to be set up properly for when the doctor comes in."

"You want to execute a thorough and energetic _____ with your doctor."

In order to do this...

"You want to _____. You simply never know when a patient is going to be receptive and ready and you never want to bypass any discussion because the smart patients will wonder why it was so important before but isn't important today."

"Remember, there are always patients who need..."

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“Old treatment is made new when it is a _____, when it becomes timely and relevant, when photographs are updated.”

“_____ when they go back through comprehensive exams and when you are working your expired exam and inactive patient list.”

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Step 3 What Are Your Numbers?

It's time to get into the nitty gritty and discuss the numbers in your practice.

Use the past three months as your data sample to answer the following questions.

What's your average daily diagnosis? _____

What's your average weekly diagnosis? _____

Divide those numbers by the number of patients you saw in that timeframe.

What's your average daily diagnosis per patient? _____

What's your average weekly diagnosis per patient? _____

What's your average daily case acceptance? _____

What's your average weekly case acceptance? _____

What's your average daily case acceptance per patient? _____

What's your average weekly case acceptance per patient? _____

What are your average daily collections? _____

What are your average weekly collections? _____

Are you doing enough to get cash upfront (yes or no)? _____

On average, how many new patients are you scheduling per day? _____

On average, how many new patients are you scheduling per week? _____

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Are you tracking phone calls and comparing the results of the number of calls to the number of appointments?

Yes or no? _____

What percentage of patients have or schedule treatment each day? _____

What's your average production per day? _____

What's your average production per week? _____

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Step 4 How Are Your Treatment Presentations?

As a team, launch into discussion about how you can improve your treatment presentations.

Use these questions as your guide for discovering how you can improve as a unit.

In what ways can you better execute on presenting more treatment to patients in an effective way?

Where are you not executing photographs and having proper discussions?

Where are you not prepared in advance for your patients?

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In what ways can you better execute on effectively presenting more treatment to patients?

Are you making old treatment new again?

Yes or no? _____

What can you do better?

Are you actively making old patients new again?

Yes or no? _____

What can you do better?

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Step 5 What Are Your Commitments?

As a team, decide what commitments you can make individually and together to improve.

Make commitments for the upcoming week, month and quarter.

What are your commitments, as individuals and overall as a team, to make certain you are focused on the highly-leveraged possibilities?

What commitments can you make, as individuals and overall as a team, to hold each other accountable for presenting all the treatment all the time, and giving every patient the best chance at saying yes?
