

Practice Focus Team Activity: Giving Thanks and Gratitude

Scott has provided a team activity to use during your team meeting(s) to facilitate the execution of his Practice Focus of the month. Use the space below to document your action plan and record your victories.

Make a copy of this worksheet for each team member to complete and fax one "Master Worksheet" of the team's collective decisions to Tyrella at: (615) 807-3290.

This will allow DST to review and monitor your progress and either provide guidance or share in your victories (or both!).

1. What can you do more, better or differently to create referrals from your existing patient base?

a. Patient Engagement: _____

b. Systems: _____

c. Follow Up: _____

d. Practice Culture and Environment: _____

Think of the bullet points above as your "vehicles" of referral generation. How can you drive referrals through each of the categories listed and we encourage you to use our materials and resources to help you with each step. *More space below if needed.*

As a reminder, we provide pre-appointment materials, follow-up letters, referral certificates, monthly patient engagement themes and quarterly patient appreciation event ideas just to name a few.

- 2. Define your desired Reputation and Relationship with your Patients:** What do you want to be known for? How do you want people to describe you when they talk to others in the community?

- 3. List your nurture sequence for patients, pre-appointment through completion of treatment:** List your specific protocol below.

- 4. Complete the enclosed form and Request your 3 R's Assessment with My Dental Agency.**