



Four Pillars

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Pillar Three Triangles of Trust

Complete and return this worksheet to: champions@dentalsuccesstoday.net

Step 1

Describe your current Handoffs (if applicable). What kind of information do you share? Is this in front of the patient?

Step 2

What information do you think the patient would benefit from hearing in a Triangle of Trust (handoff)? What kind of information would you want to hear as a patient?

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Step 3

Map out the following verbiage to your liking.

Communicating patient goal:

What did they come in for (past):

What did we talk about today so far (present):

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What does the patient want / need going forward (future):

Checking in with patient if they have anything to add:

Step 4

Document a sample Triangle of Trust using the Past / Present / Future structure. Role play this with your team using real patient samples. Document the changes you will commit to going forward.

When finished, return this worksheet to: **champions@dentalsuccesstoday.net**