

## WHAT PROCEDURES DOES THIS OFFICE PERFORM?

In an effort to not only understand procedures, but also to effectively and confidently communicate about them to patients, it is important to know the following:

1. A brief summary of the procedure including pre and post op instructions, if necessary.
2. Three positive things about that procedure that express value to the patient.
3. How long the patient will need to be scheduled.

Our assignment to you is to find out those things about the procedures done in this office. By completing this assignment, you will better understand procedures, how to communicate value to patients, and how much time is needed to schedule appointments.

We will give you two examples to get started.

Procedure: Invisalign (initial scanning appointment)

**Brief Summary:** Straightens teeth. We discuss ortho objectives with patient. We digitally scan—no physical impressions needed. Take photos. Scans, photos, records, along with prescription are all submitted digitally. Patient returns a few weeks later once we receive case and we bond buttons. After that, we will see the patient to check progress and seat trays every 4-6 weeks. After Invisalign treatment, will have retainers. We will also discuss then any additional cosmetic work like veneers, whitening etc.

**3 Positive Response:** Patients like that the aligners are CLEAR, they are REMOVABLE, and treatment time for most patients is ABOUT A YEAR.

**Length of Appointment:** 45 mins for initial scanning appointment. Scanner must be free at that time, so do not book opposite another scanning appointment.

Procedure: Implants

**Brief Summary:** Two major components: implant (part that goes into the bone) and the implant crown (part that looks like a tooth). Cone beam scan is taken. On some cases, the implant may be sent to a specialist instead. Digitally scan for crown.

**3 Positive Response:** An implant is MOST LIKE A NATURAL TOOTH—it is its own entity and not tied to the teeth around it. It allows patients to chew. It cannot decay. It will help the patient to smile again.

**Length of Appointment:** We need 2-3 appointments to fully complete this. 1. Implant placement is about an hour. 2. Torque test is done 2-3 months later. An x-ray taken then to make sure implant is integrated into bone. This takes just a few minutes. We may also make the final crown at this appointment. Takes an hour. 3. If we did not do crown at torque test, then another appt is needed for crown.

## WHAT PROCEDURES DOES THIS OFFICE PERFORM? ASSIGNMENT

Procedure:

Brief Summary:

3 Positive Response:

Length of Appointment:

Procedure:

Brief Summary:

3 Positive Response:

Length of Appointment:

Procedure:

Brief Summary:

3 Positive Response:

Length of Appointment: