

Higher Case Acceptance = Confident, Trusted Treatment Coordinator!

Empower your Team to present the CASE!

Event Description

This course is designed for the entire dental team. The focus will be for auxiliary members to aid in the doctor's presentation and successfully book patients for all recommended treatment.



Karen Young, F.A.D.I.A.
Speaker, Certified Educator, Coach

Toronto-based Patient Care Coordinator Ms. Karen Young brings her passion for dentistry to the table, guiding patients through their treatment, addressing their questions, and overseeing the process from start to finish.

Karen is a member of the Association of Dental Implant Auxiliaries' (ADIA) board of directors and has held an ADIA Fellowship since 2004. With more than 25 years' experience in the dental environment, Karen also holds a qualification in Practice Management and is affiliated with the International Congress of Oral Implantology (ICOI).



Location

Toronto College of Dental Hygiene and Auxiliaries Inc.
28 Vanley Crescent, North York, ON M3J 2B8
Canada

Cost

\$149 + HST
Early Bird - \$99 + HST - before August 22, 2018

Date

Saturday September 22nd, 2018 - 9 am to 3 pm

Lunch Included

Course Outline:

- The Role of The Treatment Coordinator
- Educator Role or Sales Role; How To Accelerate Your Role
- 5 Key Components For Successful Treatment Planning
- Connect With Your Patient
- Understanding What Your Patient is Really Thinking
- Expectations; Are They Realistic
- Identifying With Your Patient-Empathy Not Sympathy
- Presenting All Options- But How To Focus On The #1 Option
- PowerPoint Template Demonstrated
- Modalities Of Educating Your Patients
- One hour of hands on training workshop with Consult-PRO patient education and case acceptance software.
(Optional: Contact the registration team to download a trial version of Consult-PRO Premium onto your laptop to bring to the course.)

Educational Objectives:

(CE Credits: 5)

- Increase Patient Case Acceptance
- To Gain Confidence In Presenting Dentistry
- Understand And Identify The Common Barriers To Case Acceptance
- To Provide Team Members With The Necessary Knowledge And Communication Skills To Help Set And Elevate A Standard Of Care In Your Office.
- Learn How To Prepare Powerful PowerPoint Presentations For Your Patients.
- Learn How To Be A Better Communicator.
- To Set Yourself Aside From Others. To Be The Very Best You Can Be.

"A day with Karen is uplifting and educational. She has a motivational aspect to how she delivers her programs. Love her style." - M. Procopiu, Dental Receptionist

To Register – Quote code TX4-092218

Email: sales@consult-PRO.com

Call: (800) 519-6569 X 222 or X 233

Online: www.consult-pro.com on the events page