

Verbal Skills for Practice Results

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TRY THIS

What is the most important issue for us to address today?
I understand you have a concern.
Diagnostic digital images
Diagnostic picture/film/radiograph
Necessary diagnostic images
When was your last visit to our office?
Dr. Bivens is providing care/with a patient
Professional fee
Investment
The professional fee for today is two-ninety-five
Treatment/dentistry/procedure
Delay your treatment
Hygiene therapy/maintenance/recare
Preventive care/ recare / hygiene therapy
Treatment necessary to remove the infection.
Please complete your pre-treatment information
In Dr. Bivens' professional judgment
Be silent
Treatment room
Considerable decay
Removal / amputation
Prepare the tooth
Would you like a courtesy call?
Your account
Do you prefer mornings or afternoons?
Thank you for calling, Ms. McGillicuddy!
The clinical team is prepared for (procedure) at . . .
How do you feel about . . .?
It will "blow-up!"
Certainly
My pleasure
Our professional/clinical/business team
Jennifer, our Treatment Coordinator (title & expertise)
Instruments

INSTEAD OF THIS

What's your problem?
What's hurting?
X-Rays
X-Rays
Full mouth series
Are you a new patient?
He can't come to the phone
Price
Expensive
It's two hundred ninety-five dollars
Work
Cancel your appointment
It just a cleaning
Recall / routine / 6-month / check-up appointment
Scaling and root-planing
Fill out these forms
The doctor says
Ummm . . .
Operator
Big cavities
Extraction
Grind the tooth/drill
We will call to confirm/remind you!
Your bill
When would you like to come in?
Thank you for calling.
We have an opening at . . .
Do you understand?
Something's going to happen
Yes/OK
Sure
The girls
Front desk (object or person?)
Probe, etc.

Dr. David M. Reznik

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Call out by number

High speed/low speed

Infection

Observation appointment

Will that be cash, check, credit card, or CareCredit?

Jennifer will give you a receipt for today's visit

Courtesy

Restorations

Please make yourself comfortable

Lobby, front room, reception area

Treatment room

One moment please

Thank-you for your patience

Thorough examination

Fund your treatment

Doctor Bivens

Change in our schedule/time available

Our schedule is complete/full today

Sorry you are having a problem, please be here at 10:20

Anesthetic

Time available

Please

Thank you

The way we do it/the procedure in our office/let's try . . .

Allow me to explain

Tina, would you please . . .

Restore/rehabilitate

Refit

Prosthetic Technician

GOOD FOR YOU . . . we can tell you plan to keep all of you teeth healthy and beautiful all of your life.

In my professional judgment, this is what's best for you.

Remove the words "just" and "only" from team vocabulary.

You are welcome to refer
(When patient gives compliment)

Remember to keep smiling it increases your face value.

Forceps

Drill

Bad gums, deep decay, a problem

Adjustment appointment

Pay for

Check out

Discount

Fillings

Have a seat

Waiting room

Operatory

Can you hold

I'm back! Now what did you want?

Check-up

Make financial arrangements

Hey doc!

Cancellation

She/he can't see you

When can you come in?

Needle

Missed appointment

Get up off your fat butt . . .

It's about time

Office policy

Didn't you read the sign(s)?

Honey, get me the . . .

Fix

Reline

Lab guy

See you in 6 months

You need

It's just a . . . It's only a . . .

Thanks

Have a nice day