



## Prevention Checklist

- Verify Pre-Heat
- Verify Research
- X-Rays
- Review HH and Dental HH
  - Did they rate their smile?
  - Did they say they wanted whitening
- Decide on DiSC thru conversation, Huddle and other TEAM input
- Platinum Rule treat them how they want to be treated
- Treat the patient according to their personality type D i S C (Haragei)
- Be Interested not Interesting
- Digital Photos & Digital Scan – “What concerns you about this?”
- Emotional Exam
  - Powerful Introduction to set up dialogue with your questions
  - Remember to use open ended questions “Describe, Tell me, Explain”
- Why \_\_\_\_\_
  - “Why is having that so important to you?”
- Permission Statement 2 Parts (NP and Hyg exams)
- Chart Missing Teeth & Existing/Conditions
- Periodontal Evaluation (Power in the Silence; Test the Buy In)
- Overhear Psychology for Patient Co-Diagnosis selling the condition (95/5)
  - Eliminate Limiting Terms
  - Implication Questions
- IO Photos (Show Alternatives Section – Consequence Photos)
- Word Pictures & Belief Windows
- Case/Exam Type [ 1 ] [ 2 ] or [ 3 ]
- Why + Condition + Consequences + Test = Close with Leaders & Trailers
  - Test = “How concerned are you with what we found today?” Tx Plan
  - Close = “How do you feel about moving forward with this plan?”
- Give Reason for Return \_\_\_\_\_
- Stress Benefits NOT Features & ASK for commitment?
- Objections \_\_\_\_\_
  - Listen, Cushion, Question (Play it forward)
- Life Condition \_\_\_\_\_
- TOC: 1) Facts/Intro CONDITIONS 2) Why 3) Commitment Level “Right?”
- Next Visit Line Documented: NV 0/6/6 Crown #3 (Fracture) (Why)

### Administration Team

- Ideal Financial arrangements. (Perm Stmt) “Have I made everything clear?”
- Will you call if I haven't?
  - What will your spouse say when you discuss this with them?
  - Have I given you enough info to help you make this decision?
  - When would be a good time to follow up with you then?
- ASK for their HELP!
- Either or Questions for Scheduling to make the time important!
- Reservation not an Appointment, Massage Therapist, Atomic Habits
  - If I reserve this time with (provider) just for you are you sure this will work for you?

## **Prevention Checklist**

- Does that sound fair to you?