Presented by:
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- Advancing the “Totality of Care Model” within Dental & Hygiene Schools beginning with integrating patented & proprietary Oral Care Probiotics
Patient Communication

Know the End Game/Result Desired:

1. Establish your Patient Goals
2. Communicate Clearly & Simply the Treatment Plan
   - Show & tell works best - x-rays, ceph, pan images, etc.
   - Explain in simple terms
     - Eg: Totality of Care vs Oral Systemic Link
3. Be Confident in your Message Delivery
4. Put Yourself in their Shoes
   - Have empathy
PATIENT COMMUNICATION
AIDET MODEL

A - Acknowledge
  1. Greet the patient by name, make eye contact, smile

I - Introduce
  ❖ Introduce yourself with your full name

D – Duration
  ❖ Give an accurate time expectation for the patient’s visit
    ➢ Include time to identify next steps in the treatment plan

E – Explanation
  ❖ Explain step-by-step what to expect next, answer questions, and let the patient know how to contact you
  ❖ Set-up next appointment

T - Thank You
  ❖ Thank the patient and/or family
  ❖ Express gratitude to them for choosing your School for their oral care
• How does using AIDET® benefit me, my patients, & my School?
  ❖ Using a consistent conversation framework helps students, faculty & staff anticipate the needs of patients and their families so that they can meet and exceed the level of care patients expect.

• After more than 15 years in practice at hospitals, health systems, and medical practices, AIDET has proven to:
  ❖ Improve patient and customer perception of care or service
  ❖ Decrease anxiety (for staff and patients) and increase compliance resulting in better clinical outcomes
  ❖ Build patient and customer loyalty
  ❖ Ensure service providers deliver consistent measures of empathy, concern, and appreciation
Be Ready to Adapt

Morph into something else; if an octopus loses a tentacle, it can grow another one.

Adapt without giving up who you truly are.
Thank You!

Contact Info

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