



Presented by:

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- ❖ Advancing the ***“Totality of Care Model”*** within Dental & Hygiene Schools beginning with integrating patented & proprietary Oral Care Probiotics



ProBiora Health[®]
Probiotics For The Mouth

Advanced Oral Care
For Better Total Health



Know the End Game/Result Desired:

1. **Establish your Patient Goals**
2. **Communicate Clearly & Simply the Treatment Plan**
 - ❖ Show & tell works best- xrays, 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



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AIDET USAGE BENEFITS



- **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



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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.

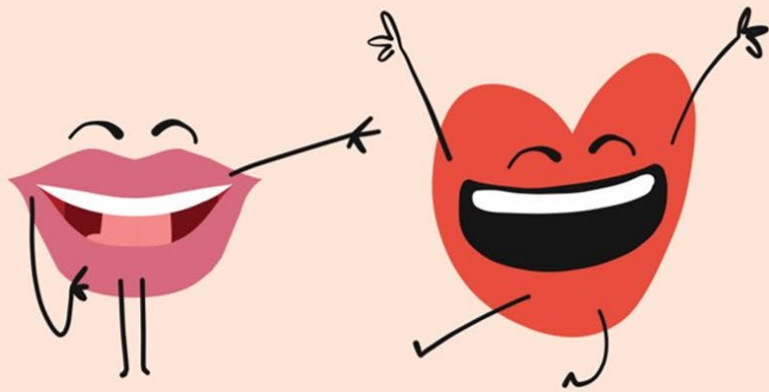


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Thank You!



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