



# LINKS<sup>2</sup>SUCCESS

## Hands on Program

### Transforming

*Goal: To reinforce the foundation you currently have in order to create a more profitable business.*

#### **PATIENT EXPERIENCE-** ANALYZING PATIENT'S REACTION TO YOUR STAFF AND OFFICE

- Is your patient being greeted in the appropriate way and time?
- Is your staff appearance and office appearance visually pleasing?
- Does the staff help patient with forms, offers them a refreshment?
- Are they treated as a guest or a patient?
- Is there a patient packet with all services rendered within the practice?

#### **FRONT DESK-**

##### ASSESSING A PATIENTS NEEDS.

- Is patient kept waiting while the phone is being answered or are we leaving our patients on hold?
- Are we closing the phone call?
- Are we allowing patients to leave our practice without a follow up appointment?
- Are all patients receiving a treatment plan with options for payment?
- How long does a patient wait at any given time, for appointments?

#### **HYGIENE:**

- What is the vision for your hygiene department?
- Does your hygienist have the same vision?
- Are you interested in or already in the Medical/Dental oral health program?
- Are we using appropriate verbal skills?

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