

Exam Room Insights: Excuses vs Valid Treatment Delays

How to check your new patients in and the basic exam process:

- Stand up to greet the new patient, collect insurance if needed and check on all new patient paperwork.
- Show the new patient where the restroom is, where they can brush and the next steps for the exam.
- Anticipate the new patient as if it was your sister's best friend visiting your office.
- TC takes new patient to the exam room and gets to know the patient for the first 10-15 minutes. Determine their goals for treatment and let them know what to expect. Take an x-ray and a scan and brief the doctor on all the details. Doctor does his exam and presents basic treatment recommendations and then leaves the room for the TC to discuss the treatment plan and fee.

Systems that help in the exam room:

- At the new patient phone call collect as many details as possible and ask good questions.
- Be sincere and warm and offer detailed explanations.
- Be conscious of doctor time and have signals in the exam room if it's time for the doctor to leave things to the TC to finish explaining.

How many exams to see in a day and how long they should be:

- 4-5 exams in a typical day with regular exams lasting about an hour and observation appointment lasting about 30 minutes.
- Have a list of things to do if you finish an exam early or have a no-show to help stay on top of all of your tasks.

Reasons patients give the TC for not scheduling and how to navigate them:

- Read between the lines, actively listen and watch body language. What they are saying may be a valid reason or you may need to ask more questions.
- They already know what you are "selling" how can you advocate for the patient and what will serve them the best.

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