

## NEW ONE DAY COACHING PROGRAMS

### Transitions: The New Patient Experience

New patients are vital to the dental practice health and new patient numbers need to be maintained on a monthly basis for practice success. The problem for too many dentists is how to attract and retain those patients. It's not enough to set up a practice with a yellow page ad and a direct mailer, you need to be on the ball with your marketing plan, your team and your dentistry. Our New Patient Experience consulting program is geared specifically to patient numbers – how to increase them and how to keep them.

What do new patients want from their dental experience? This is what they're thinking when they call:

- Can I trust you?
- Are you a good dentist?
- Can I afford to come visit you?
- What is your office like?

Make your client's first experience a positive and rewarding experience and grow your practice through a combination of external marketing and referrals. Our experts will work with you and your team on a unique plan for your practice with a view to increasing overall revenue and patient numbers.

Benefits of the New Patient Experience Program: How we work!

- We will send you questionnaires to fill out before our visit and then complete an in-office review of your current practice management systems
- We will observe for half a day and the other half will be spent in a team meeting based on our observation and analysis of returned questionnaires.
- We will help you to implement the New Patient Experience in your practice to increase new patient numbers and patient retention.
- Tracking and follow-up with team members to ensure measurable results
- Consultation report including applicable sample forms and letters
- Defined duties for the team as required