

PATIENT'S NAME _____

COE Pre-frame Script

“Mary, in just a minute I’ll go ahead and seat you in the exam room, but first, Dr. Millikin would like me to give you a short preview of what we’ll be doing to get ready for him, and what he’ll be looking for during your exam.”

“In order for any journey to be successful, it is important to know both where you want to end up, and also to know exactly where you are starting from. Starting with a complete digital X-ray series and high resolution digital photographs, and followed by a thorough clinical examination, Dr. Millikin will be able to tell us exactly what condition your mouth is in now. Then together we can help you decide exactly where you want to end up, and what will be necessary to make that happen.”

“As you may already know, approximately half of all Americans will eventually have severe pain and loose all of their teeth, forcing them to use plastic dentures to be able to eat.” << shake the dentures in the bag >>

“After examining over 25,000 mouths, Dr. Millikin has discovered that there are three primary threats that account for virtually all of the pain and lost teeth, and they are... tooth decay, ... periodontal or gum disease, and ... physical wear and tear. In short, your teeth can rot out from decay, fall out from gum disease, or simply wear down and break from the pounding stress and force of chewing. Each of these threats can cause pain, each can cause loss of your teeth, and each of these three threats is silent and painless in their early stages. Most of the time, if the early signs of these three threats can be detected by a thorough examination, they can then be corrected in plenty of time to avoid a disaster later in life.”

“As Dr. Millikin examines your mouth, he is going to be very picky, perhaps more meticulous than any dentist you have ever met. He’s going to make notes about any of the three major threats, as well as screen for other unusual conditions like oral cancer, muscle and joint disorders, and wisdom tooth problems. After he has thoroughly cataloged all the threats that he sees, he will arrange them according to four levels of need, that correspond with the four levels of oral health.” <<hand them the ‘four levels of dental health’ card>>

“The four levels of need are... treatment needed to alleviate pain or prevent imminent pain, ... treatment designed to stop hidden decay and gum disease , ... treatment designed to strengthen teeth and make them resistant to prevent future disease, and last... treatment designed to improve appearance and create a pleasing and attractive smile.”

“In some ways these four levels of health represent improvements in dental care over time. In your grandmothers day, dentist could mostly just wait for teeth to hurt, then pull them out. When your parents grew up, dentists could use X-rays to look for hidden decay and disease that could be treated before it hurt. As you were growing up, we found out how to make teeth stronger, and more resistant teeth so you could ward off future disease, and most recently, we have the ability to give everybody not only a healthy smile, but an attractive one as well. ”

“After your examination, you and I can review Dr. Millikin’s findings to decide what level of health you want to achieve or maintain, and we can work together on overcoming any barriers that might prevent you from getting there.”

“Oh, and by the way.... during your exam, you may hear an alphabet soup of terms, abbreviations, and shorthand dental language. Don’t let that bother you, I promise that I will translate everything for you when we have a chance to review your examination findings together.”

“Do you have any questions before I introduce you to your diagnostic coordinator who will help us with the X-rays and clinical photographs that Dr. Millikin will use during your exam?”