

PATIENT'S NAME _____

Consult Introduction Script

“Mary, I have transcribed the notes from your examination with Dr. Millikin. I have confirmed his treatment recommendations, sequenced them, and figured out the estimated amount that your insurance will contribute. Before I go over them with you, I want to review briefly the four levels of dental health, and get your feelings about your priorities and desires” <<review the ‘four levels of dental health’ card>>

<<review treatment plan, starting from level 1 and progressing to level 4, step by step, describing how they relate to the four levels of dental health>>

“In our research into dental health, we have identified four barriers that keep people from achieving the level of dental health that they want. They are... fear, ... time,... cost, ... and lack of complete information necessary to make an informed choice. ”

“If we can identify and overcome any barriers to your having this treatment, is this the kind of dental care you would like to receive?”

“OK, let’s start with the first barrier... fear. I want you to be assured that we can make you comfortable having this treatment done. We can employ a spectrum of comfort medications from pain-free local anesthetic injections, to pharmacologic sedation as necessary. Do you have any fear of having this type of treatment done?”

“How about time. Do you have difficulty getting time off work, time away from child care or other family responsibilities? We can make arrangements to have you seen evenings or weekends, and we can complete your treatment in as few appointments as possible.”

“Ok, now let’s tackle the big monster... cost. Obviously dental care can be expensive, and even with insurance, most patients have a challenge meeting the cost head-on. For most of our patients, our own in-house financing, arranged through a major national financial institution, is the answer. I could get you to level 1 for only \$61 a month, level 2 for \$87 a month, level 3 for \$185 a month, and all the way to level four for only \$385 a month. Which option sounds best for you?”

“The last barrier in our way is information. Let me take a few minutes and review the informed consent information sheets for these proposed procedures, and see if that answers most of your questions.

Then, I can answer any remaining questions, before we start scheduling your treatment.”