

EXCELL PM CONTINUING EDUCATION

TREATMENT PLAN DESIGN & PRESENTATION

4-DAY CE SEMINAR

Course Outline

TUITION: \$2,500 (includes taxes and fees)



The **Treatment Plan Design & Presentation** seminar is an in-depth and interactive CE course that has been designed for dental assistants, patient coordinators, and other dental team members to become effective Treatment Coordinators by learning and practicing the theory behind effectively designing and presenting treatment plans to patients so they can make informed decisions regarding their oral health.

Course Itinerary

Session 1

Role & responsibilities, introduction to DiSC

Session 2

Case acceptance

Session 3

Identifying dominant buying motives
DiSC personality profiling

Session 4

Overcoming objections
Transfer of power and “LCQAC”

Topics Covered

- Roles and responsibilities of a Treatment Coordinator
- Team dynamics and patient flow / 2-on-1 transfers
- DiSC® personality profiling
- Identifying dominant buying motives
- Case acceptance and overcoming objections
- Managing client expectations
- Patient education
- Advanced financial procedures
- Consents and documentation
- Morning huddles
- Telephone etiquette



This course is instructed in-person at our Training Centre in Mississauga. Attendance during all parts of this course is mandatory to be awarded CE credits.



This course is also available upon request. This means that you can request to take this course individually or as a team at a date that is convenient for you. Please e-mail ce@excellpm.com or call (905) 362-0524 to register for this course.

À la carte

course offerings:

WHMIS Certification, AODA Certification, Team Building & Leadership

Clinical Compliance Audit, Software Training (Dentrix, Cleardent, ABELDent)

Excell Practice Management

The Practice Management Experts!

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