

Mini - Guide on the 7 Steps For A Remarkable New Patient Experience



Here's an overview of the 7 Steps you can follow to have a remarkable new patient experience in your practice!

the Thriving Dentist
with Gary Takacs

1. In-Office Tour

Before we take a look at what your in-office tour should look like, let me share with you what it is not.

It is not a “behind-the-scenes” tour of everything that’s happening in your practice. It is not appropriate to do so. What an in-office tour does, is that it allows you to accomplish two things;

1. It allows you to make an awesome first impression.
2. It allows you to subtly demonstrate what your office does without being salesy or promotional about what's available in the office.

To get an idea of what our In-Office Tour at LifeSmiles looks like, [click here](#).

2. New Patient Interview

The new patient interview is all about getting to know more about your patient. It also serves as an opportunity to form a bond with them that you can grow during your future appointments, eventually turning them into loyal fans of your practice.

We have a series of 7 questions that we ask the patient during this interview. We have covered the 7 questions in a separate guide that you can find [here](#).

3. 06 Digital Photos

We take a set of 6 photos, through which we allow the patient to go through them & assess the state of their dental health.

This opens them up to a whole new perspective of visualizing how they look & encourages them to take action based on what they have observed.

We have a dedicated guide that dives deep into this step, which you can find [here](#).

4. X-Rays

The X-Ray part of the new patient experience is quite self-explanatory. Based on the requirements, you will take the necessary exams & x-rays as needed & then review them with the doctor before the doctor part of the new patient exams.

5. Doctor Part of New Patient Exams

In the doctor part of the new patient exams, you will present the findings based on what you've learned through the x-rays, patient interviews while also building a bond with the patient.

This is where the patient will come forward with their thoughts & concerns about what they learned through the digital photos that were shared with them earlier. You can then lead the conversation forward, this may mean scheduling a hygiene appointment or sharing a comprehensive treatment plan, etc.

6. Hygiene Appointment

Based on the needs of the patient, there may be a need to move towards a same-day hygiene appointment or schedule one for later.

7. Financial Arrangements and Scheduling

This last step will take place in the consultation room, where you will work with the patient & take them through what happened today, what are the doctor recommendations, while also scheduling them for future appointments & getting the financial aspect of the new patient experience sorted out.

I hope these 7 steps will help you on your way to building a remarkable new patient experience in your practice!