



SCRIPT

HOW TO ENCOURAGE THE CO-DISCOVERY PROCESS WITH YOUR PATIENTS

Co-discovery is the idea of spending time with patients and together between you and the patient Co-discovery what's going on in their mouth and co-discovery what the solution is for whatever challenges are in their mouth

This is very important, especially when you're doing complex dentistry because it will help you make the patient understand how this condition developed in the first place and have them take some ownership of their problems.

Follow this simple script (used in my practice, Life Smiles), which will help you encourage the co-discovery process with your patients.

Situation #1

Dentist:

Nice to meet you, John.

We love to see new patients and I understand that your primary concern is this failing bridge on the upper left.

Well we're going to help you take care of that but before I get into specifics John, it's apparent to me that there's kind of a lot of issues going on in your mouth you know we've had a chance to take some photos and x-rays for you and it's kind of apparent to me that there's a lot of issues going on in your mouth.

So what I would like to do is, I would love to get a little bit more information and have you come back so that you and I can sit down together and develop a solution for the challenges that you have in your mouth and we can have them face out over time.

It doesn't have to be done all at once but we could develop a solution to get you as healthy as possible and John, I'd like to invite you to do that.

But let me ask you a question. is now a good time in your life to do that?

Patient:

Yeas, ofcourse

Situation #2

Dentist:

Nice to meet you, John.

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Well we're going to help you take care of that but before I get into specifics John, it's apparent to me that there's kind of a lot of issues going on in your mouth you know we've had a chance to take some photos and x-rays for you and it's kind of apparent to me that there's a lot of issues going on in your mouth.

So what I would like to do is, I would love to get a little bit more information and have you come back so that you and I can sit down together and develop a solution for the challenges that you have in your mouth and we can have them face out over time.

It doesn't have to be done all at once but we could develop a solution to get you as healthy as possible and John, I'd like to invite you to do that.

But let me ask you a question. is now a good time in your life to do that?

Patient:

Well, it's just not good timing I just really want this bridge taken care of.

Dentist:

I totally understand John. That's exactly what we'll do.

And then we'd like to get you coming on a regular basis to hygiene so we can make sure that the things don't backslide and become more complicated.

Then over time we can revisit that timing on addressing these things ideally. I'm just so glad you're here today.