

## N. Scripts / Verbal's

Scripts for RDA's: Comp Exams

Remember to make the patients feel special. People will not necessarily remember everything you tell them, but they will remember **HOW YOU MADE THEM FEEL.**

While walking into the pano room:

***"Hi Mrs. Smith, my name is \_\_\_\_\_. Is this your first time at Thrive? Great, I'm so glad you chose us! I'm going to start by taking a 360 xray that spins around your head."***

Panorex completed:

***"Ok, now we will head to your room to complete the rest of the Xrays"***

Take pano, then walks to the operatory and start your scripts

***"Are there any main concerns before I get started with your x-rays? And would you be interested in a complimentary Ortho consultation?"***

***"I am going to start by taking a full mouth set of x-rays. I will also take some photos of your teeth.***

***We offer Netflix and headphones for your entertainment. We also have blankets and pillows for your comfort.***

***Are you interested in our complimentary whitening trays? You will get a free whitening syringe at your recall visit and can get more syringes for every review you leave us. (Google, Facebook, Yelp, etc)***

***We work as a team of doctors to provide you with the best level of care. If you fall in love with any of our providers today, and you will, feel free to request them for future visits.***

***Dr Christine will be right in to get your exam started. Please feel free to ask her any questions you have. While you wait for our treatment coordinator to come in, we will play some quick educational videos about your treatment.***

***Here are our Thrive sunglasses to protect your eyes from the light. Can I offer you any water while you're waiting?"***

***Be sure to check in on patients every 5 mins by asking them if they need anything/letting them know that the doctor will be in shortly.***

**Keywords to mention:**

- Complimentary Ortho
- Full mouth set of Xrays

- Photos
- Netflix, headphones
- Blankets, pillows
- Complimentary whitening trays
- Free whitening syringes
- Team of doctors
- Mention doctor's name
- Educational videos
- Thrive sunglasses
- Water
- Check in every 5 mins

After treatment is completed:

Walk pt to the check-out desk:

*“Hey Sam, this is Mrs. Smith. She got all 4 fillings done on her right side. She also got her SRP done with Salam. She loves Dr. Christine and Salam and would like to stay with them at her future visits. I went ahead and put fluoride on her teeth today as well. Salam scheduled her perio maintenance visit in 4 months. Dr. Christine would like to see her back as soon as possible for the crown on the left side.”*

**Check out keys:**

- Introduce the patient
- Treatment done today
- Doc/Hygiene seen today
- If patient requests doc/hygiene
- Fluoride
- Perio recall visit
- Next visit for treatment