

CASE ACCEPTANCE FOR DENTURE CLINICS

A continuing education program on
behalf of Dr.Gordon Wacker and
Dr.Roderick Maclean

SPEAKER: Lisa Philp, RDH

DATE: Friday November 29, 2019

TIME: 8:00am to 8:30am *Registration*
8:30am to 4:00pm *Program*

CE CREDIT: 7 Hours

LOCATION: Coast West Edmonton Hotel
18035 Stony Plain Rd NW
Edmonton, AB, T5S 1B2

AUDIENCE: Denturists and Auxiliary Staff

TUITION: \$100 – *payable to 7th street dental*

RSVP: 7thstreetimplant@gmail.com

PROGRAM OBJECTIVES

- Case presentation communication skills which establish, support, build trust in the relationship with patients, and help them understand the benefits of treatment
- Organize the six critical steps to case presentation and learn to properly prepare for the treatment plan consultation using the case presentation worksheet
- Integrate new patient experience
- Skills to overcome patient objections to accepting treatment when costs are greater than what their insurance policy will provide
- Implement master interviewing techniques with passive and active listening skills
- Implement documentation to identify the patient needs and goals to customize presentation

Lisa Philp, RDH

Lisa Philp is the Chief Visionary Officer and founder of TGNA - Transitions Group North America; a full service coaching company for dentistry.

Her career began in clinical hygiene, however she quickly transitioned into a world class coach; creating a periodontal disease management program, in which she coached thousands of dental professionals.

Lisa is an industry leader, author, consultant, coach and speaker providing insights to dentists and their teams on practice development and industry changes. Through Lisa's leadership, TGNA has developed into one of dentistry's premier full service practice development companies providing practice management solutions for dentists and dental teams through coaching, training, mentorship and support.



EXTRA INFORMATION

- Breakfast, Lunch and Refreshments provided
- Room Block has been made for out-of-town attendees at a rate of \$89/evening

QUESTIONS: Samantha.wilk@straumann.com