

The Perfect Handoff: Stellar Co-Diagnosis and Enrollment

"Effective communication is 20% what you know and 80% how you feel about what you know."

- Perception of urgency in a dental professional's recommendation results in a higher rate of treatment acceptance
- "Active infection" was a term that would encourage immediate action
- Direct language about potential consequences of periodontal disease can motivate the patient to accept a dental professional's recommended treatment

Sample standard of care:

Our Standard of Care: Periodontal Disease

- *We believe that periodontal disease is best treated in its earliest stages. We know that with the proper tools and techniques, we can stop the progression of chronic periodontal disease. We are committed to being proactive in disease detection and treatment.*
- *We will begin some level of periodontal therapy when a patient presents with _____mm periodontal pocketing, _____ bleeding and _____ bone loss evident on radiographs.*
- *With patients that have a _____ level of perio disease, we will recommend _____ non-surgical therapy. When periodontal disease has progressed to a _____ level, we will recommend _____ therapy.*
- *We will place local antibiotics in infected pockets _____mm or deeper.*
- *We will refer a patient to the periodontist when they present with _____.*
- *We will offer _____ products and _____ services to support our patients in their successful healing and disease maintenance.*
- *Perio Patients will be placed into a perio maintenance program and seen every _____ weeks.*

Action item:

Identify one team agreement you would like to add to your current system.

How will you address this?

By whom?

When?

“It is in your best interest to...”
“Your options are...”
“The good news is”
“Virtual tour so you can see what we see”
“Do you see this?”
“Is this tooth sensitive yet?”
“The doctor has prescribed ...”
“I’m concerned about... tell me your thoughts on this”
“Included in your visit today...”
“Bleeding is a sign of active infection”
“Active infection”
“Your xray indicates...”
“Your perio charting reveals”
“Your insurance reimbursement...”

Reason for Return:

- 1) I’m glad about...
- 2) Dr. and I are concerned about...
- 3) In the mean time...
- 4) At your next visit, Dr. and I will be sure to check...

Handoff to Admin team:

- 1) What patient was here for
- 2) What was accomplished today
- 3) What recommendations were made today
- 4) Urgency
- 5) Next visits
- 6) Readiness

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