



Dental Practice Customer Service Training Sample

Issues

Common Situations.

A person is on the phone wanting an immediate appointment. He says the pain in his mouth is unbearable. How do you respond?

Sample
Game
Cards

(Shown
smaller than
the Actual
3 1/8" by
2 1/4" size)

Billing and Office Issues.

A person with obvious dental needs is asking many questions. Sadly, she claims to have only a fraction of the money it will take to solve just the most notable problem. What do you suggest for this young woman?

Confidence For Clients.

A person calls to ask if your service is truly painless. How do you respond?

Standard Policies.

How late can a person be, and still "keep an appointment?"

Unusual Requests.

A woman is worried about the safety of x-rays. She says she does not want any taken while she is in the building because she is afraid for her safety. What do you tell this woman?

Patient Expectations.

A heavy smoker is complaining the teeth-whitening treatment did not give him white enough teeth. He wants to know what you are going to do about it. What do you say?

Anticipating Problems.

If there is going to be a delay in serving a patient, which would he or she rather know?
1) The cause of the delay.
2) How long the delay will be.

Looking Out for Patients.

An HMO representative is requesting that a patient be given a temporary filling. You know that for just a few dollars more, a permanent solution is available. What do you think ought to be said or done?