

The Perfect Handoff!

Communication Strategies for Stellar Co-Diagnosis and Enrollment

*Have you ever wished everyone in the office was **on the same page** in communicating clinical findings to the patient?*



Would you like more case acceptance and increased patient satisfaction, less stress and a greater collaborative team spirit? Thriving practices have mastered the art of the handoff. Achieving a high level of co-diagnosis starts with seamless communication between everyone in the office.

Utilizing her unique experience as a seasoned educator, clinician and practice coach, Stacy McCauley's presentations offer a high-energy, workshop environment where attendees learn the skills necessary to implement communication strategies in their practices. We will cover the principles of high impact communication, including: how patient's listen and learn, factors that influence patient decision making, verbal and non-verbal communication techniques, and proxemics. Through real-time interactivity, attendees will start to master the skills of high impact communication to take their practice's perio co-diagnosis skill and effectiveness through the roof. For continued learning back in the practice, attendees are welcome to videotape their simulated handoff practice sessions.



Learning Objectives:

- Demonstrate verbal strategies that increase patient compliance and case acceptance.
- Describe non-verbal communication do's and don'ts.
- Map out strategies for effective handoffs and seamless communication between clinician, team, and patient.

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Suggested Audience: Full- or half-day
Suggested Format: Doctor and team