BENCHMARK BOOSTER

Restorative Diagnostics and Case Acceptance

Restorative Case Diagnostic %

- Industry Average: 38%
- Top 10% of Practices: 57%
- Your Practice _____

Restorative Case Acceptances %

- Industry Average: 40%
- Top 10% of Practices: 59%
- Your Practice _____

Communication and Trust

- Clarity and consistency in language is critical to case acceptance.
- Address patient concerns first (pain, aesthetics, etc.), before your diagnosis.
- Talk less and listen more to avoid leaving patients confused about the diagnosis or treatment.

Treatment Planning for Predictability

- Clarify and document your treatment philosophy so the team can anticipate the doctor's diagnosis and "pre-heat" the patient.
- Document data collection expectations for x-rays, scans, intra-oral images, etc.
- Build value by presenting the problem and it's associated consequences.
- Simplify the case presentation by focusing on the benefits of your solution.

Treatment Philosophy Documentation Process

- Condition or Treatment _____
- Treatment Philosophy (What do we do when we see this condition?) _____
- How do we describe the **Problem** to the patient? _____
- How do we describe the **Consequences**? _____
- How do we describe the **Solution**? _____
- How do we describe the **Benefits**? _____

Questions to Consider

- How would you rate your current case acceptance systems?
- How could AI improve your restorative case diagnostic %?
- What tools and equipment are you using to help "show and tell" the diagnosis?
- Is the dentist and team using consistent language that aligns to the PCSB presentation model?
- How could you improve hand-offs?
- What are some steps you could use to keep the financial process simple for patients?
- In what ways are you striving for emotional connection during financial conversations?

Register to attend Case Acceptance Breakthrough November 15-16, 2024!