

Scripts for the back office

Guidelines for talking to the patients:

- Most importantly when speaking with a patient please make sure to use polite and professional words, for example: Sir, Ma'am, with my pleasure and thank you.
- All clinical questions should be directed to the doctor by saying, "that sounds like an excellent question for the doctor. I will let the doctor know that you have a question and they would be more than happy to go over that with you."
- Please learn and use the scripts provided by Aava Dental whenever appropriate.

Bringing a patient back:

Hello, my name is ____, I will be assisting Dr. ____ today.

Offering hand treatment:

We offer a complimentary paraffin hand treatment; would you like to try it today?

Seating a patient:

Would you like to listen to a headset with an iPod today? Would you like any aromatherapy for your temples?

Checking out a patient (before asking these questions please make sure to get the checkout tray first):

Would you like a warm towel for your hands and face? Would you like any lip moisturizer? Would you like a mint?

Post Op Instructions for a temporary crown:

Today you will be leaving with a temporary crown on. In order to keep that temporary crown in place we would like you to avoid sticky or chewy foods, that means things like taffy, caramel or gum and also hard or crunchy foods like nuts or ice. Also, we need you to use only regular floss when flossing by hugging the tooth like normal, and bringing the floss out to the side. We will show you how before you leave.

Fluoride varnish:

We have applied a fluoride varnish to your teeth (your child's teeth) today. To get the full benefit of the fluoride we request that you avoid eating or drinking anything for the next 30 minutes. Also, we would like you to avoid brushing and flossing your teeth for the next 4-6 hours.