The real reason your patients dread visiting you

And it’s not money, pain or time

Chairside Challenge

How can I increase new patient flow, eliminate hygiene cancellations and increase case acceptance?

Poolside Solution

This week I am not coming to you poolside, but rather ‘sandwich-side’ after landing a ‘C’ boarding rank on a Southwest flight to St. Louis.

The Ascent: After taking a sabbatical from my regular column, I wanted to come back with a bang. As most of you know I am on a mission to end suffering and slavery in dentistry. You see, both of these demons have seemed to become norms rather than exceptions. I know this may not include you. But if you are looking to take your practice and your lifestyle to the Next Level listen up, my friend.

During a recent focus group I conducted, I came to a huge realisation upon hearing the response to the question – Why do you miss your hygiene appointments?

As I opened the floor for feedback, this strong voice cut into the conference call with a vengeance. She doesn’t know it but her response has inspired a new way of thinking that will make a difference for many.

Her response was this:

‘I hate to be berated for something I already know I’m guilty about.’

Wow. Sounds simple and yet.

This method of thinking will transform how you approach your practice and your patients. By doing so, we’ve already upgraded a system that will produce a dramatic increase in three areas:

• New patients
• Re-care effectiveness
• Case acceptance

Yes, one ‘aha’ moment can dramatically affect all three.

I spend countless hours studying human behavior. I love learning about the things that make us all tick. For years, I dedicated my career to mastering the technical side of practice management until I realised that I can only take a practice so far knowing this one dimension.

You have heard before that dentistry is a people business, not a teeth and gums business. Where do we spend most of our time? Yup, on the technical side.

This only accounts for ten percent of why a patient visits and stays loyal to you. The other 90 percent of patient acquisition and retention has everything to do with their experience. Therefore, we are really in the business of creating experiences, aren’t we?

As humans we tend to naturally beat ourselves up and experience guilt. It feels good to be right and it is easy to make others wrong. We are used to this approach, but when you start with Step one and acknowledge what is right about your patient’s smile you immediately shift that person’s ability to listen and more importantly to hear.

Just so you know most patients enter a dental office listening through a filter that sounds something like Charlie Brown’s teacher ….. ’mwa mwa mwanamwawawa’. This is their defense to hearing bad things and dreading what you have to say.

Once you open the floodgates of listening, you can then get to Step two – discover their cares and values. They usually want one or several of the following: Health, Function, Aesthetics, or Immediate Pain Relief.

Knowing this is the key to high case acceptance and Sales 101. We buy things we value and want. Both of my parents are in dentures at age 60. I do not wish to follow these footsteps, so when my dentist shares anything about bone loss and recession, I can’t wait to whip out my wallet and schedule. But if one doesn’t set me up to hear what they have to say or tie it to something that is valuable TO ME (not what you want to sell me), I may not be so willing.

Now if I’ve been set up and prepped to hear the missing elements between what is currently great about my smile and how to achieve the outcome that is important TO ME (not what you want to sell me), I’m on board!

The Descent: It is now time to prepare the cabin for landing and my ‘A’ ranked friends beside me in the primo window and aisle seats are probably ready to share with me what is wrong about me and my elbows. I think they will get more love if they start by telling me what is right about me.

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About the author

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