

Dealing with Difficult Patients or How to Turn Lemons into Lemonade

Sponsored by:
Kentucky Dental Meeting

Please note: This workshop is offered as information only and not as financial, accounting or legal advice.

Seminar attendees may make photocopies of these pages for internal office use only. These forms may not be copied for distribution to others.

Dealing with Difficult Patients or How to Turn Lemons into Lemonade

Presented by
Lois J. Banta

Banta Consulting, Inc.

33010 E Pink Hill Rd
Grain Valley, MO 64029
816/847-2055 Office
816/847-5962-Fax
email - lois@bantaconsulting.com
website - www.bantaconsulting.com

Key Topics:

- Identifying the difficult patient
- Written protocols and systems
- Re-training the difficult patient
- Knowing when and how to release a patient
- Team involvement
- Hidden traits of a difficult patient...fear, anxiety, etc.

Team involvement:

1. Training

2. Cross Training

3. Clear guidelines

4. Roles in the practice

5. Accepting responsibility

6. Hidden opportunities

Hidden traits of the difficult patient:

1. The fearful patient

2. The assertive patient

3. The anxious patient

4. Parents and children

5. The double edged sword

6. The sneak attack

SAMPLE - FIRE THE PATIENT LETTER

Dear _____

Date _____

Our practice was built on the philosophy that the patient is our most important concern. You have missed several appointments in our office in the last 6 months.

Therefore, we feel that we can no longer meet your treatment needs. We are requesting that you seek your dental treatment at another office. We will

treat your emergency needs for the next 30 days. Effective _____ at

_____ AM/PM _____ dental office will cease to be your dentist.

Please let us know where we may send your dental records. For your convenience,

listed below is the phone number to the local dental society to direct you to a new

dentist of your choosing: _____

Thank you for giving us the opportunity to serve you.

Sincerely,

Dr. John Doe