

Blue Print

- Greeting: **rapport** building
- How can I help you today?
- Can I ask you some **personal questions** about your situation that will help us find the right treatment for you?
- Find **emotional motivation**; ask questions
- **Active listening**: restate issues
- **Look** in the patients mouth and talk about CT scan
- **Removable vs. fixed**; show model
- **Implants can solve the problems that you have**

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- In what ways would implants **change your life**?
- Inform patient on what the alternative treatment cycle would be and the **cost of doing 16 implants** to replace all of the teeth
- Quote the **fee**. Explain that it is an investment and that the value far outweighs the cost
- Can you **afford** the treatment?
- **Great**, let's have you talk to Ruth and we can get you started to **change your life**