

Treatment Coordinator Training and Manual Content

This Treatment Coordinator Manual and Training videos are designed for your Treatment Coordinator to have the full suite of documents, letter templates, scripting and training videos at your fingertips.

You will be able to use the materials to work on the training based on the schedule that *Shimmin Consulting* and your consultant develop together. This material will also be useful for training a new Treatment Coordinator to receive the same proven results that the Shimmin Consulting team has been providing clients for years.

Documents Included:

Job Description
Traits of High Conversion Rates
Sales and Same Day Start Statistics
Doctor and TC Roles in the New Patient Exam
TC New Patient Exam Instructions
Orthodontic Evaluation Forms
Payment Options Fee Quote
Case Acceptance Rate Impacts
New Patient Exam Analysis Worksheet
Pending Analysis Worksheet
Pending Patient Process
Observation Patient Monitoring Worksheet
TC Report Instructions
TC Reports to Run
Status Instructions
Treatment Efficiency Reporting

Scripting Included:

Facing Objections to Starting Treatment
Observation
Second Opinion
Pending Follow Up
Confirming New Patient Exams
Self-Ligating Brackets
Accelerated Options

Letter Templates Included:

Long-Term Pending from Doctor
Exam Diagnosis to DDS
Exam Diagnosis to DDS - Not Scheduled
Exam Diagnosis to DDS - Obs
Exam Diagnosis to Parent
Exam Diagnosis to Parent - Obs
Exam Diagnosis to Parent - Phase 1
Exam Diagnosis to Patient
Exam Diagnosis - Referral to ENT
Exam Diagnosis - Referral to New DDS
Informed Consent
Non Compliance - Elastics / Oral Hygiene
Patient Reinstating Tx Post Non-Compliance
Non-Compliance to DDS - Appointments
Pending Patient
Progress Report
Releasing Patient from Care
Treatment Referral

Videos Included:

The Comprehensive Treatment Coordinator Manual Training
Letters and Pending Follow Up Process Manual Training
The New Patient Exam Manual Training
The Exam Process (+1 CE Credit)