

Academy of Treatment Coordinators™

Perfecting the New Patient Process



The Academy of Treatment Coordinators is an online educational program for those with a desire to understand the fundamentals of the orthodontic consult and new patient process. This course provides structured concepts and actual working models that are used in the modern orthodontic practice. The program is perfect for new and experienced TCs and an excellent tool for cross-training other key team members.

This comprehensive program was developed and written by a highly successful Treatment Coordinator with over 15 years of experience. Her enthusiasm and passion for orthodontics lends itself to an easy to follow and proven method for improving production metrics.

- ✓ *Developed by an Active Treatment Coordinator*
- ✓ *Simplified Online Accessibility*
- ✓ *Proven Methods Used in Today's Economy*

Growing Your Practice

ADD SPARKLE TO YOUR NEW PATIENT PROCESS

The new patient process is often considered one of the most important elements of a successful practice. You're not alone if you continue to search for ways to improve in this area. In today's economy, practices all across the country are evaluating the process and investigating new ways to ease the "start" of new patients.

Author Sandra Issiac, AOAC, works full-time as the New Patient Coordinator for a busy orthodontic practice. Using her day-to-day experiences, Mrs. Issiac has created an engaging and informative 10-course program covering the new patient process from start to finish. Beginning with the initial phone call, detailing the importance of the office tour, emphasizing the role that other team members play, and ending with "closing" the deal, the Academy of Treatment Coordinators brings real-world and current information directly to you.



new patients drive business, and that's no secret



The Academy provides a unique format that actually promotes comprehension and accountability with online scoring and testing to increase retention and knowledge for all of its programs. The Treatment Coordinator program provides a comprehensive curriculum that may complement your current process or provide a foundation for a new consult system.

Course Topics Include:

1. Introduction to the Role of the TC
2. The Initial Patient Phone Call
3. The Welcoming
4. The New Patient's Arrival
5. The Exam – Part A
6. The Exam – Part B
7. The Exam – Part C
8. Overcoming Objections
9. Converting Pending Patients
10. An Effective Recall System

polished, professional, perfection

About Trapezio — *Founded in 1998, Trapezio offers convenient and affordable staff training for orthodontic team members worldwide. In addition to the online programs, which earn graduates a certificate of completion and the designation AOAC (Academy of Orthodontic Assisting Certified), Trapezio also provides hands-on training, supplemental lessons and other programs to help offices train high quality auxiliary personnel to complete their professional team.*

