

DentalOne Partners & Dr Joseph Krajekian

HOLIDAY CONTINUING EDUCATION

COURSE SPONSOR



Dental Implant A-Z | Patient Experience | Emotional Intelligence

Patient Experience

KAREN GUZI MSN, APRN (ACNS-BC) , BCEN



Patient Experience

Karen Guzi (Patient)

Background (MSN, APRN (ACNS-BC) , BCEN)

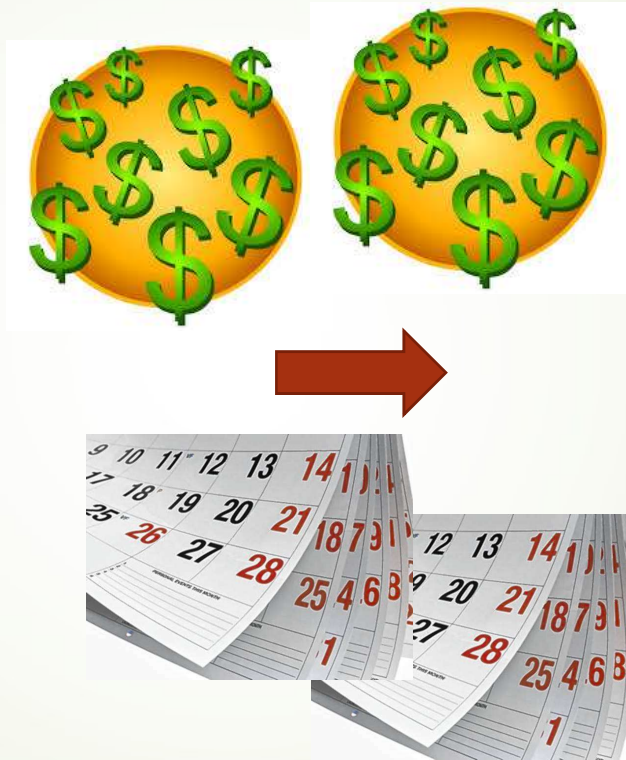
My dental experience background

Expectation



My dental experience background

Experience



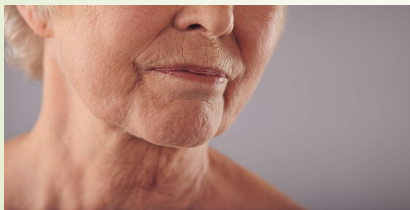
RBF

RBF

- When I first heard the term "**resting bitch face**," I laughed like everyone else did, because I immediately knew what it appeared to mean: "Oh, haha! A jokey term with the seriousness of a diagnosable medical condition." It's instantly recognizable — we all know that girl who looks tragically unhappy no matter what she's doing.

- Consider Impact:

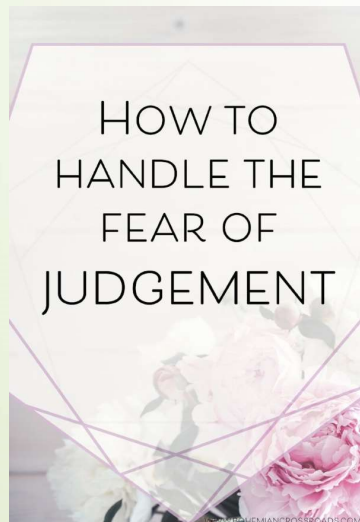
- Career
- Relationship
- Self Esteem
- Appearance



Finally a change in provider



Baggage of prior dental experiences

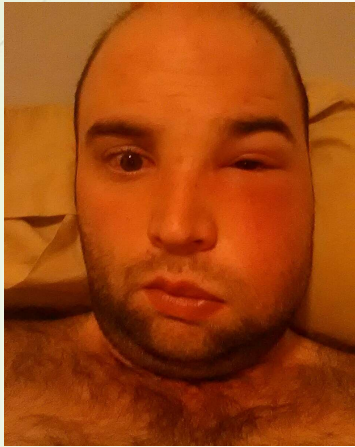


Need to explain that I had **Not** lost teeth without a fight



Why did Dr. K ask Me?

1



2

ME: "Why does my ride have to sit here"

STAFF: "In case there is an **emergency**"

ME: "That's bull, in an emergency you are 911ing me out and telling him which ED to go to"



thinking



STAY
INSIDE
THE
LINES

Remember

- For you and your staff:



Dental Impact for Patient



Money follows your values
and beliefs. When you live
consciously, you will use money
as a tool to better the world
and those in it.

EmergePositive.com




Delayed my dental health for kids
Dental health



Expectation: Provider is maternal or paternal head of house





Expectation: Provider is maternal or paternal head of house

- “If you aren’t protective and loyal to your team. How loyal and protective are you of me (the patient)?”

Listen to the PATIENT



Listen for changes in patient:
expectations or goals

Recovery

**we are
human,
stuff
happens**



When someone
truly cares about you,
they make an effort,
not an excuse.

BILLYCOX.COM

- **Why did I stay with the provider for 3 decades spending \$\$\$\$\$\$ and TIME???**
- Not what he said.....
- Not the treatment he provided.....
- Not that it was inexpensive
- Not that it was convenient
- He made me feel as though I was **a member of his family** and he **would fight with me** to keep my teeth
- About connecting on a personal level





➡ **All images were retrieved from google image**



QUESTIONS
COMMENTS
CONCERNS
PROBLEMS
COMPLAINTS