

I DON'T HAVE THE TIME FOR THE APPOINTMENTS/THERAPY PLAN

- I understand. It seems like a lot of time. However, this disease can progress—and when it does, it takes more time to treat. The therapy required will be more invasive and expensive. We will work with your schedule and make the appointment times as convenient for you as possible
- I am sorry to hear that—unfortunately, the disease process will progress without intervention. Let's see if we can find a time that would work for you. We have early morning appointments available if that would make it any easier. I don't like to see this treatment being delayed
- The condition of your gums and teeth can affect your overall health. Why don't we spread the appointments out into a few different sessions?

I WILL GET BACK TO YOU – LET ME THINK ABOUT IT

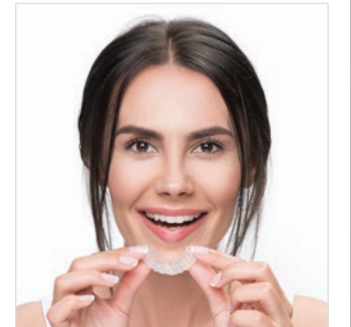
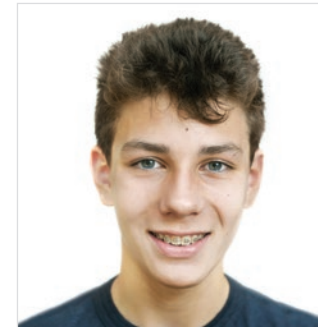
- It sounds as though I haven't given you enough information. If I may ask, what is it that you need to think about? (determine chief concern and re-apply knowledge you have about patient's "hot button")
- Please keep in mind that gum disease won't heal itself; just like any other disease it requires treatment to be fixed or it will progress. Can I schedule your next 3-month appointment and call you in 6 weeks to see if you are ready to proceed?
- Why don't I book you in for a tentative appointment so that we have you in our system? You are a valued client and we want to be sure that your dental needs are met. How is next Thursday at 1 p.m.?

EXPLAIN TO THE PATIENT THE LONG-TERM EFFECTS AND COSTS OF NOT TREATING THE DISEASE TODAY

- It may seem like a lot of effort, time and money at this point, but being proactive is in your best interest. It will prevent time and money needed to repair further damage
- If we do not treat the disease, ultimately it can result in such drastic levels of bone loss that you may lose perfectly healthy teeth simply because there is nothing there to hold them in. Also, there are studies suggesting links between the health of our mouths and the rest of our bodies, so we'd love to see improvement in your oral health, which is important to your overall health
- If not treated this can lead to tooth loss. It may be a very slow progression but can also progress very rapidly. The bone and tissues around your teeth may continue to deteriorate
- Potential long-term effects of not having treatment done is that the periodontal pockets will increase, leaving greater chance of tooth loss. Gum surgery may be required to help control and remove the periodontal disease
- Simply put, long-term effects include the loss of the supporting structures of the teeth, then loss of the teeth. Your treatment choices would then be implants (if possible), fixed bridgework (if there are remaining, strong teeth) or a removable partial or full denture. All of these options are not ideal treatments. The best treatment option is the one you are being presented with now—treat the disease before it has progressed. Save your teeth and give yourself the opportunity for desired oral health and overall wellness

ORAL HEALTH ESSENTIALS

PRACTICAL TIPS TO ADDRESS TREATMENT PLAN OBJECTIONS



Protesting Patients?

A PRACTICAL GUIDE TO ADDRESSING PATIENT OBJECTIONS TO DENTAL TREATMENT PLANS

It's not uncommon for patients to communicate their resistance to dental treatment protocols in the form of queries and concerns. They may not fully understand their condition or potential treatment benefits, which can result in lack of enthusiasm and urgency in receiving dental intervention. Patients may also express their concerns surrounding treatment cost and how they will pay for services and procedures.

This guide offers practical solutions to help you handle and address commonly occurring patient objections.

I DON'T HAVE A DISEASE; NOTHING IS BLEEDING OR HURTS

- This disease is not painful until it is in very advanced stages. At that time, surgical intervention will be required at greater cost and discomfort and teeth may be lost
- The thing with gum disease is that it doesn't have to hurt to be present. You can see in the pictures (refer to intra-oral pictures of inflamed tissue) that your gums are puffy and red, compared to these pictures (show pictures of healthy gingiva)
- Unfortunately, even though we can't feel or see them, problems can be occurring in our gums and the bone support that holds our teeth in. By the time you notice bleeding, soreness and/or loose teeth, you already have damage. If you do have some damage, we can help you improve the health of your gums or at least maintain the bone support where it is at now
- Let me show you what is happening in your mouth (show them perio measurements, pockets, recession, bleeding and loss of attachment)
- It is a silent, painless disease that is very damaging to the support structures of your teeth
- It may or may not have been developing slowly over the years; however, your oral health is at a state now where we feel extra intervention is required. Our bodies are constantly changing over time, and that includes our mouths. Hopefully if we can implement the treatment program we have recommended and if you can try the extra tools we've suggested for your care at home, we can prevent things from progressing
- Look back in the chart and explain that by looking back at measurements we have taken over the past several years gradually, you have been losing bone support and the pockets have been getting deeper. However, by the measurements I have taken today it is substantially worse. Stress and inflammation that affect the whole body also show up in your mouth. If you are also clenching your teeth that can cause bone loss and make things worse. Your general health can also affect the health of your teeth and gums

IS IT COVERED BY MY INSURANCE?

- If you are fortunate enough to have insurance, a portion of the fee will be covered. However, now is the easiest, least uncomfortable and least costly time to treat this since, as it gets worse, a specialist may be required
- With your permission, we can look into it for you and preauthorize the treatment we advise to your insurance company. That way you will know what is covered and how much you will have to contribute financially to help maintain the health of your teeth and gums
- We can certainly pre-determine that to manage your financial expectations. It is a necessary treatment and very important to the maintenance of your teeth and in protecting your overall health. We can work out a payment plan for the cost of the treatment

I DON'T HAVE INSURANCE COVERAGE

- Many of our patients do not have dental insurance. We do have a payment plan available in the office to help our patients who require assistance with the financial part of the program. If that is your only concern, let's go talk with <NAME> about a reasonable plan for you
- I understand this can be costly. Of course we only want to recommend what is best for your health but we can work with you on a financial level as well
- Even though you do not have insurance benefits to help you with your dental costs, maintaining your dental health is an important factor to your overall health

I DON'T HAVE THE MONEY RIGHT NOW

- I understand. We do have a payment plan available in the office to help our patients who require assistance with the financial part of the program. However, now is the easiest, least uncomfortable and least costly time to treat this since, as it gets worse, a specialist may be required
- Our office does offer a payment plan, but the reality is that if you invest a small amount now in your oral care, it may save you a lot of money in the future
- Longer term, this disease can be more expensive if left untreated. Replacing teeth is more costly and can affect your overall health
- Our office is able to allow you to make monthly payments if that helps you out. We can just do what is absolutely necessary right now until you may be able to afford to have more of what needs to be done
- Could we get started with a basic debridement to slow the process down? Then we could schedule some time in the next 6 weeks
- That is OK. I can prioritize your treatment plan and let you know what really should be done now, and what can wait. That way it won't be all at once. Also, we can work out a financial arrangement that makes you comfortable