



Implant Coordinator Certificate

Friday, October 20, 2023

Zoom Webinar

Karen Young, FAIDA

Preliminary Program

8:30

The Great Big World of Implants

Discuss the history of dental implants

Develop a rationale and “elevator speech” detailing the benefits of dental implants

Create a cheat sheet with the current terminology of implants

Develop an understanding of the Indications of dental implants

Be able to discuss the consequences of lack of treatment and implant care

Analyze today’s standard implant systems, such as Immediate Implants, Teeth In A Day, Implants

With Locators, and All On Four

High-quality Service: Taking the Implant Leadership Role by the Horns

Define the roles and responsibilities of a trained implant coordinator

Learn how to describe the actual value of an implant coordinator

Develop essential attributes of an implant coordinator

Oversee treatment plans, including developing practical intra-office communication skills

Establish your consultation area, including an inviting environment for vital discussions

Build up your talent for presenting concepts through visual aids and patient teaching aids

10:00 Break

10:30

Communication is Everything

Assess common personality types and effective methods for communication with those who are different from you

Consider how, when, and why consumers make buying decisions

Corral patients and help them set realistic expectations

Connect with patients on a meaningful level to help them understand their conditions and needs

Educate patients and your dental team on the value of dental implant services

Consider what types of tech and communication methods work best to educate patients

Develop quick, effective responses to commonly asked implant questions

Craft your response to patient objections

Create your style for case presentation, from the greeting to the goodbye

Discuss treatment plans with convincing, patient-centered language

Show fees and financial options in a way that speaks to your patients and their families

12:00 Break

12:30

Connecting the Dots: Clinical Procedures and Treatment Planning

- Identify surgical and restorative implant procedures and components
- Consider concepts in co-diagnosis and proper treatment planning
- Ensure your office's branded pre-op appointment and documentation, consent forms, and prescription forms are easy to use and share
- Develop a series of post-surgical care documents
- Establish your appointment scheduling plan and communicate that with your dental team

2:00 Break

2:15

Amp Up Patient Referrals and Make Friends with the Lab

- Create new strategies to increase implant patient referrals from current and new patients
- Ensure you are communicating effectively with partnering practice, including those who refer and those who are not referring patients
- Update your methods for communication between dental practices, case management, referrals, and new patients
- Track and share information with laboratory professional

3:45 Adjourn

Meet Our Presenter

Karen Young, FAIDA, is a Canadian-based patient care coordinator with more than 30 years of experience specializing in dentistry and case presentations. Her educational focus aids dental professionals in guiding implant patients through their treatment continuum, illuminating the care plan in simple, understandable language. Educated through Humber College, she is a board member of the Association of Dental Implant Auxiliaries, where she has held a fellowship since 2004. As a certified implant educator, she presents to various dental professionals across North America.

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