

HYGIENIST: GETTING THE PATIENT FROM RECEPTION - THE RIGHT WAY

1

Walk into the reception area and find your patient (utilize their patient photo or any information you may have on hand), ***approach them with a bright smile and good eye contact.*** Say their name, loud enough to get their attention but not too loud to be rude.

2

When they look up smile and extend your hand for a hand shake. Make sure to give them a confident, firm, hand shake, however not firm enough to be uncomfortable. ***Introduce yourself and welcome them in, letting them know it's nice to see them.***

3

Let them know they can follow you back to your room and ***walk (at an appropriate speed) back to your operatory, while making small talk and checking back to ensure they are still following you.*** Ask something to break the ice and help them begin to feel comfortable, maybe “did you have a good drive over?” “How has your day been? What have you been up to?”

4

Once you direct them through the office to your operatory, make sure to let them know where to sit. ***Insure they feel like they have guidance; remember, the dental office is foreign to them.*** Let them know where they can set their bag/coat and ask them if they need anything.

5

After they sit make sure to look them in the eye and continue to ***help them feel comfortable*** through your conversation as you begin your appointment.