

## **Case Management**

Although preventive care is the cornerstone of every pediatric dental practice, acceptance on restorative care plays a role in its overall success of delivery comprehensive patient care. A case management strategy is necessary to ensure we are giving every patient the opportunity to achieve a lifetime of great oral health. Some parents are reluctant to agree to diagnosed care the first time it is presented. Examining case acceptance rates helps provide insight into the opportunities that could exist in enhancing real time acceptance.

**Front Office Coordinator:** Manages the case management process by utilizing the outstanding treatment plan reports in the Practice Management System.

- Outstanding treatment plans reports are generated in the following manner:
  - On Monday each week, generate the Detailed Treatment Plans (Eaglesoft), Work in Progress (Dental Vision) or the Treatment Plans (Denticon) Report for the previous week.
  - The date range is specific for each practice: Mon-Fri or Mon-Sat of the previous week.
  - [Report Software Instructions](#)
- Please contact parents twice to schedule and document correspondence in the patient's record and on the report.
- If you speak with the parent or caregiver and they would like to be contacted at a later date; use the Task Manager in Eaglesoft, Tickler File in Dental Vision or the Short Notice List in Denticon for follow up.
- If Mom, Dad or caregiver does not want to schedule, please ensure they are scheduled for their next hygiene visit so that the treatment needs can be assessed again at that time.

## **Placing the Call**

**The Need:** “Hi, this is Sarah calling you from Dentistry for Children. It was really nice seeing Suzy last week. I’m following up to schedule her for the sealants and fillings Dr. Smith recommended.”

**The Pain Point:** “We are concerned because if the sealants aren’t placed the teeth are more susceptible to cavities. Also the cavities Suzy has could progress and possibly cause discomfort.”

**Confirm Understanding:** “I know the possibility of this causing discomfort is concerning to you as well.”

**The Solution:** “Let’s go ahead and get her scheduled for these procedures so that you get them taken care of.”

**Finish up with a feel good:** “Aren’t you glad you can check this off your list? I’ll let Dr. Smith know we got Suzy scheduled and we look forward to seeing you on Thursday, November 16<sup>th</sup> at 2:00.”