THE L.S. BROWNE CENTRE
DIGITAL DENTAL TRAINING

THE SUCCESSFUL TREATMENT CO-ORDINATOR

Start Date: 24th, February 2022
End Date: 24th, February 2022
Cost: £225

Course Introduction

Being a TCO is an opportunity for dynamic career progression. It is also the potential answer to the successful engagement between practice and patient, in a way which supports everyone involved, smoothing both the workflow of the dental team and the journey for the patient.

Adele Holland is a highly engaging and successful Treatment Co-ordinator. Still operating in this role herself, she fully understands the day to day demands of the TCO in today's practice, the modern aspects of its' deployment with the introduction of digital technologies, and how this role can be successfully integrated into practice systems.

On this 1 day course she will deal with the active engagement of the TCO in the patient's journey from first interaction with the patient, through the steps to the completion of treatment, and forward into ongoing care. She will unpack the practicalities of the role, the means of enhancing patient confidence and comfort, and the benefits for both the patient and the whole dental team when you successfully integrate this relationship management system into your workflow.

Learning Objectives & Aims

The following areas will be covered:

- Understanding the role of the TCO
- The strengths and weaknesses of a TCO
- How to successfully implement treatment coordination into your clinic.

- What should a new patient experience look like?
- Building a successful relationship with your patient.
- Communication skills
- Ethical selling
- The vital stages of a consultation
- Medical history and social habits – treatment contraindications
- Hands on activities – Photography and intra-oral scanning
- How to discuss treatment with your patient.
- Clinical note taking and the recording of discussions
- Writing treatment plan letters
- How to effectively use social media
- Patient testimonials and the patient's journey
- How to measure your performance as a treatment coordinator.

Course Schedule

Speaker List



Adele Holland

Adele Holland is also the speaker on The L.S. Browne Centre's Ultimate Dental Implant Nurse Courses. Adele has been incredibly popular with our delegates, due to her extensive knowledge, her current experience, and her warm and approachable teaching manner. She is passionate about helping dental nurses and other team members extend their skills, harness their abilities, and develop deeper confidence and a sense of achievement in their work. She is an up and coming voice in the world of dental education, and one to watch in the forward movement of the dental nursing profession.

'I've been in dentistry for 13 years, as a surgical nurse, head nurse, treatment coordinator and compliance manager.

Throughout my career, I've gained post qualifications in Dental Radiography, IV Sedation and Implant Nursing, whilst gaining experience in high-end private clinics by working alongside amazing clinicians and some of the best teams in the industry.

I tackle the biggest headache my clients have: achieving the perfect patient experience by maintaining overall clinical excellence.

As well as spending several years lecturing for Neodent to provide "a complete overview of implant nursing", I also lead implant courses for clinicians and nurses in advanced implantology.

I'm often called upon by clinicians to support them with all aspects of dentistry – helping to deliver industry-leading results for some of the most successful practices in the country.

I'm passionate about combining my experience in dentistry and my love of teaching to help clinics who share my values deliver the highest standard of patient care offering a powerful support from a constructive outside perspective.

I believe that delighting patients is about so much more than the treatment they require, so I focus on their complete end-to-

end experience.

I’m driven to improve patient care, service delivery and practice reputation by creating stress-free results for dental professionals who really care about what they do.

That means tailoring my input to match unique circumstances and varying levels of experience.’

Course Sponsorship

Travel Information

The Venue:

The L. S. Browne Centre

17 Tully Road

Killadeas

Enniskillen

County Fermanagh

Northern Ireland

BT94 1RL

Located in the beautiful Fermanagh country side, The L. S. Browne Centre is more of a destination than a venue. Beautifully appointed, the centre offers a truly world class experience for all those who visit. With state of the art facilities, friendly staff and engaging atmosphere the centre oozes and lives its ethos of ‘When you know better, you do better’.

Accommodation:

Preferential rates are available from our hotel partner located just 3 minutes away:

- The Manor House Country Hotel Manor House Country Hotel | Hotels in Enniskillen Fermanagh

Travel:

- The L. S. Browne centre is situated only 90 mins from Belfast and 120 mins from Dublin airports.
- Transfers can be arranged. Please contactenquiries@lsbrownecentre.com