



Team In-Service  
Date:

**Topic: Seven Things to Enhance In Your Office for a Positive Patient Experience with Dr. Tarun Agarwal with Chuck McKee via T-Bone Speaks Podcast**

1. T/F It's the patient's experience that drives everything in the practice.
2. Do you look at this office through the eyes of a patient? Think about it. What things do you think you are NOT looking at that the patients might be looking at?
3. Let's do the walking into the office, waiting room, bathroom, supine test! (The whole office will go outside and enter as patients, looking around and observing the office through the eyes of a patient. Everyone will take notes and make comments on what needs to be improved.)
4. How does our team look? Are we uniform? Does our look reflect our brand?
5. Does our facility reflect us and the type of dentistry we are doing? Why or why not?
6. How does our facility look on the outside? What improvements would you recommend?
7. Does this office smell like a dental office?
8. How often do we clean our vacuum lines?
9. Are there things we can remove from our operatory countertops to remove clutter?
10. T/F Countertops should empty.
11. Why do we not have the TV playing shows in the operatories?
12. What do you think about the volume of this practice?
13. What is a Dairy Queen window?



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14. Should financial discussions be held at the front desk?
15. Do we have integrated iPads?
16. Who designs the marketing, (post cards, rack cards, folders, marketing supplies, gift bags, etc) in this office?
17. Why is it so important for patients to be greeted well at the front desk?
18. T/F Debbie Downers can infect the rest of the team.
19. Can you describe an instance where you received AMAZING customer service, a time when you were treated really well? Let's share!
20. How does our equipment look?
21. Office tours-How can we improve our tours?
22. Do you love your profession?