**Pre-Consultation Interview #1**

Patient Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Intro:*** “Hello! My name is \_\_\_\_\_\_\_ and I am the treatment coordinator. Welcome! I regularly meet with every new patient to make sure that your expectation for today is met. (always wait for an acknowledgement) Great! I am going to start off by asking you a few questions to help me out with this”

***(Make a note of what the patient does for a living and if appropriate bring it up as a part of the conversation in relation to their dental condition.)***

1. What specifically prompted you to call our office for an appointment? (Or read from NP Script)
2. What are your expectations for today’s appointment?
3. Have you ever had a negative experience in a dental office? Yes/ No
4. What improvements would you make in your smile? If they give answer ask: Why?
5. So, let’s say we find something. Do you prefer to save your teeth or have them removed?
6. Is there anything that would stand in your way of getting the dentistry you need?
   1. Fear
   2. Schedule
   3. Finances
7. Do you have any questions for me?

Last: go over what we have them in for today. Ask if they have any additional problems/pain or sensitivity. Let them know that you will go over this with the doctor and he will probably touch base on a few things. Then introduce their dental assistant.