

## EP.16 The Perfect Handoff

**This is where the ball gets dropped the most during a hygiene visit!**

- 1. Repetition is key!** Your patient has to hear something 7 times before they hear it the first. Be sure to handoff any relevant information to the doctor in front of the patient. That way the patient can hear it again and knows that everyone is on the same page.
- 2. Create a checklist for your handoffs.** Keep is consistent among all team members. You should include what you discovered during the hygiene appointment and any recommendations that were made. This creates consistency among your team! They should have the same great experience no matter who they see.
- 3. Practice, practice, practice!** It will take time to get into the habit of doing consistently. Discuss areas for improvement.

### **Benefits of mastering the handoff:**

- 1. Builds trust.** Reinforces the relationship with the patient!
- 2. Increases treatment acceptance** since it allows the patient to hear recommended treatment multiple times.