

Patient Communication for Improving Outcomes and Compliance

By Dr. Josh Wagner

Talk Summary:

Dr. Josh Wagner will teach topics and tangible communication and strategies on delivering a patient-centered experience for the modern Chiropractic patient. Attendees will learn the right communication to use at the right time for your patients to trust your lead in their care, follow your recommendations and pay your fees. This enhances best outcomes, patient retention, referrals, and practice collections.

Talk Outline:

Hour 1: 11:00PM PST (12:00PM MST/1:00CST/2:00EST/3:00PM AST)

- Addressing the habitual DC communication patterns that turn off patients and negatively affect their decision making for following the doctor's care recommendations.
- Analyze commonly held beliefs by chiropractors that sabotage the doctor patient relationship. How to correct these in the initial consult, recommendations conversation and daily table talk.
- Provide real world examples of determining best plans of care for different new patient case presentations.
- Q&A from participants.

Hour 2: 12:00PM PST (1:00PM MST/2:00CST/3:00EST/4:00PM AST)

- Navigating between new patient's needs and new patient's wants.
- Bridging the gap for DCs to guide patients to their desired results without compromising the care clinically necessary to achieve.
- The new patient leadership statement.
- The 4 mindsets every practitioner must use for patient leadership.
- 3 Essentials for patient-centered communication to foster compliance.
- DC Website communication for greater trust and respect of public.
- Q&A from participants.