




Quiz for Comprehension - Segment Five

1. **How do you answer questions for a patient who has fear of pain?**
 - A) Succinctly let the patient know there may be some initial discomfort and that on a scale of 1 to 10, most patients say orthodontic treatment is a two or a three.
 - B) Let the patient know that lots of patients are scared of braces but its not a big deal
 - C) Let the patient know that they are tough and can withstand the pain
 - D) Let the patient know that it hurts at first but goes away really quickly

2. **How many different scenarios should you role-play?**
 - A) 3
 - B) 5
 - C) 10
 - D) As many as needed until both the doctor and TC are comfortable with scripting

3. **Why is it important to end sentences with open-ended questions?**
 - A) It isn't important
 - B) This allows the patient and parent to answer with buying signals and objections instead of "yes" or "no."
 - C) This allows the patient to feel comfortable
 - D) This allows the doctor to feel comfortable

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4. **What is a common problem many doctors experience while implementing the Domino System?**
- A) Falling back into old habits
 - B) Talking too much during the exam
 - C) Interrupting the parent or patient
 - D) All of these
5. **How long should the doctor ideally be in a New Patient Exam?**
- A) 3 minutes
 - B) 5-7 minutes
 - C) 10 minutes
 - D) 15 minutes
6. **What is a good transition into talking about fees?**
- A) I don't want to turn a dental problem into a financial problem
 - B) My fear and concern is
 - C) I'm curious
 - D) On a scale of 1 to 10
7. **When a patient states a concern, good scripting to say is:**
- A) It sounds like this may be a concern for you, tell me a little bit more about that
 - B) It sounds like this may not be the right time for you to get started, call me when you're ready
 - C) It sounds like you don't know what you need, let me tell you what I think is best
 - D) It sounds like you have a concern and we may not be the best place for you



- 8. To sell a patient treatment you may need to:**
- A) Convince them your treatment plan is the best
 - B) Ethically persuade them
 - C) Talk them into it immediately
 - D) None of these
- 9. What are the most important word(s) to consistently hear from a patient throughout the New Patient Exam to continue to consciously and subconsciously move a patient toward a sale?**
- A) Maybe
 - B) No
 - C) Yes
 - D) I guess
- 10. If a patient isn't onboard with your treatment plan the best way to win them over is to:**
- A) Show them data and facts
 - B) Show them photos of past patients
 - C) Insist the doctor is correct
 - D) Address the motivational factors, fears and concerns throughout the process