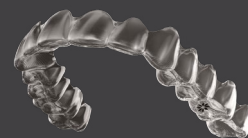




A suggested implementation plan for your practice.

 **invisalign**® | made to move



## Goals:

- Identify the processes that could improve your practice to ensure a good patient experience with Invisalign treatment, and an Invisalign treatment journey that runs smoothly.
- Identify at least two steps/areas where you could be responsible for implementing improvements for a better patient experience or a more efficient treatment process.


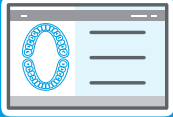





## Process:

Against each proposed improvement, note down the key actions that would need to occur in order to implement the improvement, as illustrated in the table example below. Next, agree on the key person(s) responsible for setting up the improvement and for ensuring its continued functioning.


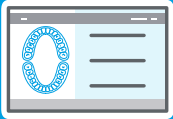





## Guidelines:

- Make the improvement areas specific and actionable.
- Limit focus on no more than 3 areas at a time.
- Create a 'step by step' action plan.
- Seek commitment and support from the whole team for your implementation plan.
- Ensure you have the resources required to make suggested improvements a success.
- When setting a timeframe, ensure it is realistic, select a target date and schedule follow-ups to review progress/success.
- Whilst on the job, keep suggested improvements in mind during each patient interaction.
- Celebrate successes as a team! This is important for continued engagement in suggested improvements.

# A suggested implementation plan for your practice

Step	Improvement	Step-by-step action plan	Key person(s) responsible	Resources required	How to measure success	Follow-up date to measure success
						
			<p><b>Set up:</b></p> <p><b>Maintenance &amp; Monitoring:</b></p>			

# A suggested implementation plan for your practice

Step	Improvement	Step-by-step action plan	Key person(s) responsible	Resources required	How to measure success	Follow-up date to measure success
						
<p>Information consultation</p>	<p>e.g. Use the patient consultation tool to help understand patient needs and communicate information to the patient to help them make an informed decision</p>	<ol style="list-style-type: none"> <li>1. Download and 'unlock' the Invisalign Provider Consultation app on all of the devices in the practice that can be used for patient consultations or alternatively access the web version via the App tab</li> <li>2. Ensure that those conducting patient information consultations are familiar with the app and how to use it</li> <li>3. Ask your Invisalign Territory Manager to help your practice use it. E.g. ask them to do a role play with you as a patient</li> <li>4. Use during information consultations with patients</li> </ol>	<p><b>Set up:</b> e.g. Jane Doe, Hooly Day</p> <p><b>Maintenance &amp; Monitoring:</b> e.g. Bob Brown</p>	<p>Device with app downloaded or computer with internet access and login details for <a href="http://go.alignpatientexperience.co.uk">go.alignpatientexperience.co.uk</a></p>	<p>Feedback on content, questions on content from patients</p> <p>Potentially, the number of patients that are able to make an informed decision to go into Invisalign treatment</p>	<p>3 months</p>