



CROWN HART DENTAL CONSULTING

B.R.I.D.G.E. Patient Communication Checklist

A practical guide for patient conversations built on understanding, honesty, and trust.

B	BE OPEN AND OBSERVANT Listen without judgment and notice verbal and nonverbal cues that may affect how the patient receives information.
R	RECOGNIZE THEIR POINT OF VIEW Consider how the situation may look or feel from the patient's side. Listen for what they may be concerned about, confused by, or trying to accomplish.
I	INVEST TIME IN UNDERSTANDING Give the patient's concern the attention needed to understand it fully before responding.
D	DELIVER DIRECT AND HONEST ANSWERS Provide accurate information in plain language. If something is unknown, be honest and find the correct information rather than guessing. Avoid guarantees, pressure, judgment, and personal opinions.
G	GUIDE THEM TOWARD THE APPROPRIATE NEXT STEP When action is needed, clearly explain what the patient should do or what the office will do. If no additional action is needed, confirm the concern has been addressed.
E	ENSURE FOLLOW-THROUGH Confirm what will happen next, who is responsible, and when the patient should expect an update. Complete the promised action or clearly assign it to the appropriate team member.

BEFORE THE CONVERSATION ENDS

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| ☐ Did I stay open and observant before responding? | ☐ Did I deliver a direct and honest answer? |
| ☐ Did I recognize the patient's point of view without assuming? | ☐ Did I guide them toward the appropriate next step? |
| ☐ Did I invest enough time to understand the concern fully? | ☐ Did I complete or clearly assign the follow-through? |

Listen Fully. Respond Honestly. Assume Nothing.™

The Crownhart B.R.I.D.G.E. Standard™