

Preferred Terminology

If you were a patient, knowing little about dentistry, which would sound better?

SAY

Primary Teeth
Statement
Necessary X-rays
Schedule is filled
Confirm or verify
Change in schedule
Consultation or discussion about your care
Fee
Examination
Reserved late morning for you
Restoration or rehabilitation
Agreement
Investment
Bookkeeper's courtesy
Doctor is with a patient
Prepare
Inform
Restorations
Payment arrangements or payment schedule
Paperwork
Necessary X-rays
Reshape or re-contour
The assistants or coordinators
Improved
"Our financial coordinator handles our payment schedule"
Former patient/patient of record
Cash basis with our laboratory
Treatment room
Dentures
Discomfort
Take care of
Fees
Removed
Hygiene appointment; Recare
Complete dentistry
Interrupted schedule
Try in
Approve, authorize, OK
Empty your mouth
Diagnostic models
Recommend
Sedative dressing
Reception room
Could you please hold?
Do you prefer Monday at 10 or Wednesday at 3:00?
How may I help you?
Dental care; treatment

INSTEAD OF

Baby Teeth
Bill
Bite wings
Booked up
Call to remind
Cancellation
Case presentation
Charge
Check up
Come at 11AM
Completely rework
Contract
Cost
Discount
Doctor is busy
Drill
Educate patient
Fillings
Financial policy
Forms
Full mouth x-rays
Grind
The girls
New
"No problems. We can arrange something," says Dr. Doe.
Old patient
One half down
Operator
Plates
Pain
Pay for
Prices
Pulled
Recall
Reconstruction
Running late
Seating
Sign
Spit
Study models
Suggest
Temporary filling
Waiting room
Wait a minute
When would you like to come?

Who's calling?
Work