

B	I	N	G	O
Update patient about wait time	Acknowledge 5 people in the hallway	Full mouth itero scan	Recognize a coworker for actions taken to enhance patient experience	Knock on patient door before entering
Ask patient for review	Took an FMX	Lost a pen	Ask "Is there anything else I can do?"	Offer helping hand in a different department
Thank the patient	Use the phrase "For your comfort ..."	FREE	Ask "What are you most interested in accomplishing in this visit?"	Greet a patient by name
Introduce coworker by name	Round on Reception Area	Introduce yourself by name	Got complemented by staff	Last patient of the day ran late
Give a complement	Ask "What questions do you have?"	Offer comfort items to waiting patients (water magazines etc.)	Use the phrase "To protect your privacy ..."	Assist the dentist

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