

PATIENT COMMUNICATION SYSTEM

TXCO Communication

Develop consistent patient communication across your clinical team.

A practical framework for treatment coordinators and clinicians



OVERVIEW

A practical way to review and improve patient conversations

- Gives clinicians and treatment coordinators a practical way to review their patient conversations
- Connects consultation communication assessment with tailored coaching guidance, role-play and team reporting
- Makes communication development part of regular team training
- Available independently or alongside Dental ED Study Clubs and Specialist Growth Consulting



CONSULTATION DYNAMICS

Understand the conversation behind the decision

- Patients bring different concerns, motivations and questions to a consultation
- A team member needs to understand these before helping the patient consider treatment
- TXCO helps the team review how they communicate, identify behaviours to develop and practise alternative approaches
- For owners: visibility into communication development rather than occasional observation or training sessions



PLATFORM CAPABILITIES

What TXCO provides

The demonstration and proposal confirm the tools and licences included for your practice.



Consultation review

Record and review patient consultation communication.



Communication assessment

Identify areas of strength and areas requiring attention.



Patient insights

Review concerns, motivations and objections identified in the conversation.



Coaching guidance

Tailored recommendations and examples.



Role-play

Practise approaches before the next consultation.



Team reporting

Communication scores and progress across participating users.

PLATFORM CAPABILITIES

Additional TXCO services



Transcription



Patient letter



Letter to the referring
dentist



Insurance letter



Guided clinical learning

[Communication Guide](#)[Patient Intelligence](#)[Letters](#)[Communication Score](#)[Role Play](#)[Research](#)[Transcript](#)

Communication Guide

 **Patient Intelligence Snapshot**

DISC PROFILE ⓘ
Not recorded

SPECIAL OCCASION
Birthday on October 26th, prefers a quiet celebration.

EMOTIONAL DRIVER
Well-being + Professional Growth

PRIMARY BARRIER
Time Commitment + Value Perception

 **Patient Summary**

test presented with mild anxiety symptoms related to significant work pressure, expressing concerns about time management and potential burnout. His primary motivator is improving personal well-being and achieving professional growth, viewing health as a foundation for a fulfilling life.

Clinically, early signs of jaw muscle tension and minor tooth wear were noted, consistent with stress-related

[Read more](#)

 **Clinical Notes**

Change Template



Patient presented with mild anxiety symptoms related to work pressure, seeking strategies for stress reduction and work-life balance.

 Follow-up
Not scheduled

 Follow-up
No follow-up action

Total cost
\$ 1500.75

Treatment status

COMMUNICATION

41%

Requires significant patient concern consultation

 Patient

75%

A practical team development process

1. Review selected consultations using TXCO
2. Choose one or two communication behaviours to improve
3. Use the coaching guidance and role-play to practise
4. Apply the approach in subsequent consultations
5. Review progress during a regular team meeting

TXCO supports communication development. Treatment decisions remain individual, and results depend on team use and implementation.

Choose your level of support

Your proposal confirms users, functionality, onboarding, applicable taxes and billing terms.

TXCO independently

For practices seeking an ongoing communication development tool.

TXCO with consulting

For practices wanting defined implementation guidance and accountability, with the consulting scope agreed in advance.

NEXT STEPS

Request a TXCO demonstration

Discover how TXCO structures consistent consultation development for your clinical team.

EMAIL SUPPORT

support@dentaledgeglobal.com

ONLINE PLATFORM

www.txco.cloud