



*You haven't heard from us in a while—we've been busy becoming GDPR compliant, enlarging our footprint in Europe, and a ton more!*

## Good News From The Netherlands: Comfort Talk® Becomes CRKBO Registered

Comfort Talk® is proud to be recognized and registered as Educational Institution by the Centraal Register Kort Beroeps Onderwijs (CRKBO) in the Netherlands. This registration makes Comfort Talk® Training VAT tax exempt, making it is even more accessible to Dutch healthcare institutions and professionals.



## Entering the Field of Radiation Oncology



This February we entered the realm of Radiation Oncology spearheaded by Prof. Nina Mayr, MD, FASTRO, FAAAS at the University of Washington in collaboration with Prof. William Yuh, MD, MSEE, FISMRM, FAAAS, FACR, the Vice Chair in Radiology. A very special thanks to Frank Pellegrino, RTR(MR) (whom you will recognize from "Frank's Method" in our online course) and Alex Chisholm, RPT from Calgary who joined us in this wonderful Comfort Talk® training.

## Internal Trainer Development Program

We are expanding our integrated program that allows sites to scale with a minimum amount of classroom time. Continuing our pattern of progress on the other side of the Atlantic, we conducted a training session at Gelderse Hospital in the Netherlands. This continues our fruitful partnership with the Hospital and their dedicated pursuit of better patient care through development of their own internal trainers in our on-site Trainer Training Course!



Drs. Yvette Krol and Evelyn Schotborg at Deventer Hospital continue their amazing progress in a second year as licensed internal trainers to further teach Comfort Talk® to their entire nursing staff.

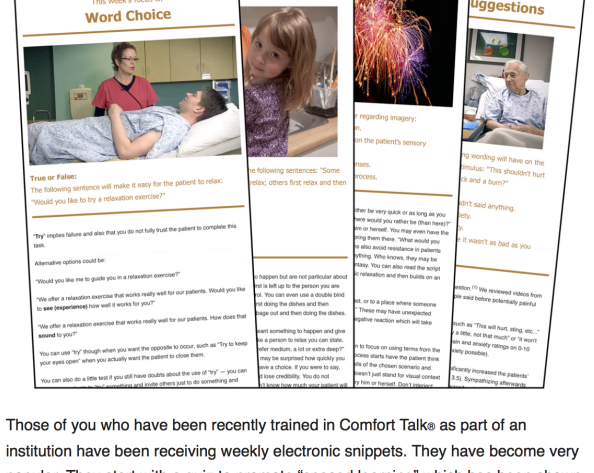
If you are interested in scaling you training efforts through your entire institution we are there for you! Please contact us under [info@comforttalk.com](mailto:info@comforttalk.com)

In conjunction with the Online Training Course we can now reliably change culture toward a more patient centered care with 8 hrs. live training. Very popular in that context became our "snippets" for maintenance of skills. We are also working on a certification tool based on our patient bot to make it easy for you to check whether your trainees learned what you wished them to learn.

## Patient Bot

Our interactive patient chat bot is ready in beta stage. It allows users to check of how they would respond to patients on the spot—that will allow some pretty quick assessment of whether the Comfort Talk® skills made it into daily usage and allow the users to reflect of what they might say should the situation arise in real life. The initial bot will be used to evaluate trainees; with the hope that eventually we'll be able to offer it as a routine part of our training platform. If you are interested in testing the bot please contact us under [support@comforttalk.com](mailto:support@comforttalk.com)

## Snippets Available for Purchase



Those of you who have been recently trained in Comfort Talk® as part of an institution have been receiving weekly electronic snippets. They have become very popular. They start with a quiz to promote "spaced learning" which has been shown to enhance knowledge retention. Focus on just a single, but different skill per week in a cycle 13 weeks is the other important ingredient, touted by Benjamin Franklin to produce the most lasting results of skills acquisition. We now open this yearlong subscription to all for an introductory price of \$99 per year (less than you would pay for a once-a-week coffee). [CLICK HERE](#) to learn more and to check out a FREE sample.

## Green light from the FDA for the Patient App

The Comfort Talk® Pro App can now be officially marketed for reduction of anxiety in the dental waiting room! [CLICK HERE](#) for more information.

## Research Is Going Strong

We successfully completed a clinical trial at the Craniofacial Pain Center at Tufts School of Dental Medicine testing the Comfort Talk® Pro App in the medical/dental waiting room. All I can say now without jeopardizing the publication of our upcoming paper is that we are pretty thrilled about the outcome.

Our paper showing improved patient throughput and experience at Comfort Talk® trained sites in a randomized trial has received the prestigious "Best Paper in Educational Technology" Award by the Journal of the American College of Radiology Ajam AA, Nguyen XV, Kelly RA, Ladapo JA, Lang EV. [Effects of Interpersonal Skills Training on MRI Operations in a Saturated Market: A Randomized Trial](#). JACR 2017; 14:963-970; epub Apr 28, 2017; PMID: 28461168

Results from our clinical trial at Duke University showed that Comfort Talk® training greatly improves the bottom line for MRI operations. Ladapo JA, Spritzer CE, Nguyen XV, Pool J, Lang EV. [Economics of MRI Operations after Implementation of Interpersonal Skills Training](#), JACR 2018, epub March 2018 Mar 9.

## Who Uses Comfort Talk®?

Imaging Centers  
Dental Practitioners  
Surgical Centers  
Health Care Professionals

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Dental Practitioners  
Surgical Centers  
Health Care Professionals



Comfort Talk® Online Training is a Level 1 program and is approved for continuing education credits. Psychologists, Nurses, and Social Workers may earn 12 hours of continuing education credits through Commonwealth Educational Seminars. Radiologic Technologists may earn 6A+ credits through ASRT. All credits require passing a post-test exam.  
[Learn more about earning CE credits](#)