

SYSTEMS FOR EACH DEPARTMENT

Here are *some* of the systems needed for Assisting, Administrative, and Hygiene

HYGIENE

- Opening/start of day procedures and end of day procedures
- Room set up and turnover
- Appointment protocols for different procedures including time management
- Same day added treatment goals
- Preparing/checking charts before the morning huddle
- Production goals
- Doctor exams
- Scheduling appointments
- Keeping the schedule healthy and full
- Reaching out to unscheduled patients
- Welcoming new patients
- Ordering supplies and inventory control
- Sterilization
- Equipment maintenance
- Social media and online presence
- Tracking hygiene numbers
- Cleanliness of treatment rooms/lab/sterilization/patient restroom/break area.

ASSISTING

- Opening/start of day procedures and end of day procedures
- Room set up and turnover
- Tray set up
- Supply inventory/ordering
- Entering and tracking lab cases including how to handle lab mistakes
- Appointment protocols for different procedures
- System for welcoming new patients
- Preparing/checking charts before the morning huddle
- Schedule efficiency and effectiveness
- Pre-post op calls
- Patient education
- Cleanliness of treatment rooms/lab/sterilization/patient restroom/break area
- Treatment planning
- Presentation, acceptance, and follow up
- Consents for treatment
- Sterilization
- Equipment maintenance
- Downtime tasks
- Asking patients for reviews
- Entering clinical notes
- Referrals to specialists
- Social media and online presence
- Tracking restorative numbers/goals
- Keeping the schedule full and healthy.

ADMINISTRATIVE

- Opening/start of day procedures and end of day procedures
- Answering telephones
- Scheduling
- Keeping the schedule healthy and full
- Hygiene continuing care/recare
- Unscheduled treatment
- Welcoming new patients
- Referral tracking and thank you cards
- Collections, accounts receivables
- Insurance maintenance & entering fee schedules
- Obtaining eligibility and breakdown of benefits
- Equipment maintenance
- Tracking KPIs
- Supply orders and inventory control
- Pre-authorizations/estimates
- Asking for reviews
- Production goals
- Patient inactivation
- Patient reactivation
- Transferring of records
- Obtaining health histories, consents, and intake forms
- Cleanliness of workspace, reception room, break area, and patient restroom
- Social media and online presence
- Preparing/checking charts before the morning huddle