

Managing the Dental Team

ADA's Guidelines for Practice Success™ (GPS™)

Suggested Staff Training Topics

Clinical Protocols	Administrative Systems
Infection control and incident reporting	Scheduling, including appointments, checking in, and checking out
Radiology protocols	The Ideal Day: how to schedule productively
Documenting each restorative procedure	Financial Systems, including payment options
Room set-up	Insurance
Tray set-up, including photos	Continuing care/patient retention
Universality of trays and rooms and variations required for multi-doctor practices	Defining systems to effectively and efficiently integrate new patients into the practice
Guidelines from doctors, e.g. standing orders on new patients	Defending the practice from cancellations/broken appointments
Exam protocols: comprehensive (new patient), periodic (recare) and limited (emergency)	Customer service for the business team: how you make patients and prospective patients feel valued
Prescriptions	Protocols for sending data to other offices, managing referrals to/from other dentists/specialists, and among staff (including a non-conflict resolution agreement, communication with patients)
Lab communications	Nonclinical notes
Communication to/from referring doctors/specialists	
Clinical record keeping/chart notes to document patient visits	
Information on select patient communication topics from the ADA Guidelines for Practice Success™ (GPS™) module on Managing Patients	

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