

Clinical Systems Inventory

Personnel

- number needed
- hiring process
- performance appraisals
- personnel records
- work schedule
- training, including OSHA
- central calendar
- staff meetings & planning retreats
- delegation to staff
- continuing education
- confidentiality
- fun

Physical Facility

- operatories
- cleanliness
- bathrooms
- storage
- repairs & maintenance

Patient Flow

- process to welcome new examination patients
- greeting & escorting to operatory
- preferred terminology
- follow-up contacts
- appearance and wording of patient charts & forms, letters, other paperwork
- efficiency of time and motion
- terminals in operatory

Scheduling for the Dentist

- work hours — patient, administrative
- process for broken or cancelled-not-rescheduled appointments
- block scheduling by like treatment
- calendar & meeting schedule

Scheduling for the Hygienist

- preappointed recare system
- length of appointment set by patient need
- check recare system quarterly for effectiveness - 80% or more of active patients enrolled

Operatory - Treatment Procedures

- training
- equipment, instruments
- organization of units
- standardization of set ups & procedures
- time savings
- sterilization methods
- lab delivery system
- OSHA compliance-manual, training, records
- fluoride check for home water supply
- emergency system
- spelling clinical terms
- collateral duties-maintain equipment, order supplies, etc.

Inventory Control

- "shopping list" system
- Practicon's Supply Manager
- budget and costs compared to budget
- savings projects

Marketing the practice and the role Marketing Coordinator/Dental Health Educator

- target potential patients
- new patients per month goal
- activities
- measuring success
- budget