



Stay Productive Even During a Closure

Facility

- Clean and de-clutter all areas of the practice
- Take care of and/or schedule needed necessary repairs-physical space, equipment, etc.
- Cleaning and maintenance on all equipment
- Organize supply closets and operatory cabinets
- Throw away old magazines
- Clean out the lab
- Move any old records to long-term storage if needed

Clinical

- Review your clinical protocols for diagnosing and treatment planning for periodontal disease
- Ensure all intra-oral cameras are working properly and easily to support frequent photo taking
- Training on any new equipment-often this involves videos and training that can be done remotely
- Clinical Chart Audit to confirm your clinical documentation protocols are in place and being honored
- Sharpen Instruments or package and ship to sharpening service
- Investigate sharpening services
- Review cassettes and replace broken or missing instruments
- Take an instrument inventory-collect instruments to be discarded or used for trade-in discounts
- Create a list of instruments needed and set a monthly budget to distribute the cost

- ❑ Review and update OSHA, HIPPA and Dental Office Emergency protocols- review all with the team. This can be done in person or with video conferencing
- ❑ Review the items in the Emergency kit-discard expired items and replace
- ❑ Take virtual CE courses together and decide what/how you will take action on what you learn
- ❑ Take inventory of patient education materials and decide what to keep using and what to discontinue
- ❑ Determine how to dispose of expired product, old equipment you no longer use, broken instruments, etc.
- ❑ Review your medical history and be sure to include questions about family history of diabetes and heart disease
- ❑ Create written processes for each clinical procedure. Take photos of tray set-ups
- ❑ Do training sessions with small groups of your clinical team to improve the quality of your x-rays and impressions
- ❑ Update your clinical note templates to ensure detail and consistency
- ❑ Set up a tag system for ordering supplies
- ❑ Measure all ultrasonic insert and tips-decide which are worn and save for trade-in
- ❑ Laminate chairside materials for patient education

Admin/Marketing

- ❑ Ensure the phones are answered by a live person during regular business hours
- ❑ Write thank you notes to all patients that have referred their friends and family in the last 90 days
- ❑ Write personal notes to any patients you know have had an illness, death in the family or just going through a hard time and let them know you're thinking of them
- ❑ Use your PMS or Analytics software to build an accurate recare list to prepare to invite patients into your practice when things stabilize
- ❑ Review all patient communication software you subscribe to and research features you may not be using

- Put blocks in the hygiene schedule if you are focusing on increasing scaling & root planing visits
- Create and/or update employee handbooks and procedure manuals
- Update your financial arrangements form
- Research and discuss additional financial options for patients
- Develop an in-office membership plan or engage a company that manages this for you
- Have a cybersecurity expert do an evaluation of your practice-this can be done virtually in some cases
- Clean up and update inefficient or inaccurate processes in your PMS- example: Do you have proper fee schedules in the PMS, are no-shows and cancellations being properly tracked and coded, are you fully documenting clinical services with detailed note templates, are you attaching all possible evidence of disease on ins claims
- Take photos of the team for website and email communication. These can be professional or taken with an iPhone.
- Update printed and digital patient documents with current logo, font and design
- Update the images on your patient communication emails and postcards to be current images of your doctor and team rather than stock photos or logo images
- Load NP forms on your website
- Make a social media plan. Collect team photos, generate ideas for posts
- Research upcoming community events that could be good marketing opportunities
- Research local businesses or organizations that you could partner with for cross-referrals
- Discover 12 topics the team would like to learn more about over the next year
- Check with practice insurance (possible pandemic coverage)
- Review and revise mission statement with the team
- Check with state dental association for assistance
- Investigate SBA loans with no interest now available
- Have an evaluation of your merchant fees. Can you save money?
- Look at your PPO contracts. Work with an expert to negotiate higher fees