



Basic Outline for Re-opening

Clinical Safety Plan & Processes you'll need to develop

- PPE
 - Gowns & head covering-disposable or washable
 - Face Shields
 - Masks-N95, KN95 or Level 3 with face shield
 - Gloves
 - Clinic shoes
 - Street clothes to the office and change into scrubs, scrubs removed at office
- Screening Team – ADA tool kit has details for screening team and patients
 - Temp check
- Screening Patients
 - Phone screening questions
 - Temp checking
- Sterilization/Disinfection
 - Procedures for disinfecting a room
 - Standard sterilization processes
- Aerosol reduction
 - Rubber dam
 - High volume suction with hands-free or mirror adaptors for hygiene

Scheduling Plan

- Identifying & Scheduling 'Best Fit' patients- patients with pressing dental needs
- Staggering appointments & operatories. Sketch this out in detail and know that it will likely change after the first 1-2 weeks.
- Scheduling more time for patients if no assistant to help turn-over rooms in hygiene
- Soft opening plan-may not bring the entire team back at one time
- Shifts to divide the team and/or expanding hours
- Restorative only days for docs and other 'power hygiene' days with just hygiene patients
- Longer appointments to complete more treatment at one visit
- Hold time for same day treatment

Communication Plan

- Team- Written plan shared with team and opportunity to talk one-on-one with doctor/practice leader. Share this plan before sharing open date.
- Patients-Email safety and scheduling plan shared with patients via patient communication software. Videos are ideal.
- Scheduled multiple virtual team meetings prior to opening. This should begin a minimum of 2 weeks prior to opening.
- Social media plan to educate patients of your safety and scheduling plans and to show you are there for them if they have questions

Financial Plan

- Bonus/Profit Sharing for team-these should be based on 3-month average collections
- Have an open conversation with team members working on commission to assess how this will impact their compensation
- Set realistic, weekly production goals. Even if the goals are a fraction of what you usually produce, this can give you and the team something to strive for and celebrate.
- Work with your CPA/Financial Advisor for handling any incoming government recovery funds
- Determine if you will offer additional financing options to patients and/or implement an in-house membership plan.

Clinical Care Standards Plan

- Keep your high standards in place with regards to diagnostics and treatment planning
- Do not skip critical screenings such as oral cancer screening, periodontal screening, radiographs, intra-oral photos, etc.
- Continue to recommend treatment that is in your patients' best interest