

# Standard Operating Procedures for All Dentists

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(contents5th.doc)

Introduction

## Chapter One

Strategic Planning for Peak Performance, Service, and Profits  
The SOPs Productivity Pyramid  
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Level 2: Teamwork  
Level 3: The Service Cycle and the “Nine Moments of Truth”

## Chapter Two

Building Your Own SOPs Productivity Pyramid  
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Step 2: Prep Questions  
Step 3: Get Team Support  
Step 4: Supplies  
Step 5: Choose A Strategy  
Step 6: Use Meetings and Work Sessions to Complete Each Level of the Pyramid  
Step 7: Monitor Work Progress  
Step 8: Support and Appreciate Your Team’s Efforts  
Step 9: Assemble and Review the Final Product  
Step 10: Reward Yourself and Your Teammates

## Chapter Three

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Session Three: Teamwork  
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Session Eight: Assembling Your Procedures Manual  
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Patient Account Administrator	paactadm.doc
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Routine Patient Correspondence	ptcorres.doc
Dealing With the Hostile Patient	hostile.doc
Communicating with the Special Needs Patient	heartpt.doc
Greeting and Checking In Patients	greetpt.doc
Dental Benefits Eligibility Verification	veribens.doc
Patient Dismissal	ptdissmiss.doc
Walk-Out Statements	walkout.doc
Collecting the Day of Treatment	dayoftrx.doc
Collecting and Authorizing Credit Card Payments	ccauth.doc
Managing Patient Finances	spatfin.doc
Making Collections a Team Approach	colltmap.doc
Pre-Determinations: Patient Notification	predetrm2.doc
Operating Office Equipment	sequipt.doc
Cleaning the Reception Area	clnrecept.doc
Office Supplies	sorderg.doc
Maintaining Patient Charts	ptrecords.doc
Monitoring Production Goals	prodgls.doc
Chart Preparation	spullcht.doc
Patient Transfers and Records Release	stransf.doc
X-Ray Duplication Request	xraydupe1.doc
Outgoing Mail	outmail.doc
Confirming Appointments	snexday.doc
Canceling and Rescheduling Recall Exam	cxrecalls.doc
Appointment Scheduling:	
Guidelines	apptguide.doc
Verbal Skills	sverbsk.doc
Abbreviations Used In Scheduling	scedabr.doc
Adjustments	scedadj.doc

Bleaching	sbleach.doc
Consultations	scedcons.doc
Crown and Bridge	scrown.doc
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Extractions	sextrac.doc
Full and Partial Dentures	sfullde.doc
Hygiene	shygenr.doc
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Oral Sedation	scedoral.doc
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Sealants	sealant.doc
Specialists	scedspec.doc
X-Rays	apptxray.doc
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Managing Recall	recall.doc
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Referring Accounts to Collection	scolec.doc
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Month-End Procedures	mnthend.doc
Year-End Procedures	yearend.doc
Patient Statements	statmts.doc
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Back Office SOPs Project Flow Sheet	boflow.doc
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Greeting and Seating Patients by the Clinical Staff	greetseat.doc
Communicating With the Deaf Or Hearing-Impaired Patient Using Speech Reading	spchread.doc
Managing Pediatric Patients	pedopt.doc
Special Words and Phrases for Kids	kidwrds.doc
Patient Dismissal: Guidelines	dismiss.doc
Clinical Abbreviations and Terminology	clinabr.doc
Dental Equipment Setup	sequipm.doc
Nitrous Oxide	snitoxi.doc
Pulse Oximeter	pulseox.doc

Basic Tray Setup	strays.doc
Cassette Tray Setups	scastra.doc
Stocking Treatment Rooms	stckop.doc
Dental X-Rays: Digital and Regular— Developing, Mounting, and Duplicating	xrays.doc
Prescriptions	prescript.doc
Preparing Lab Cases	preplab.doc
Ordering Dental Supplies, Pharmaceuticals, and Instruments	ordersup.doc
New Patient Examination	nwpt.doc
Initial Exam Write-up	initialexam.doc
Periodic Exam	peexam.doc
Emergency/Trauma Exam	trauma.doc
Emergency Office Visits for Children	emergchild.doc
TMJ Exam	tmjexam.doc
Managing Medical Emergencies	medemerg.doc
Teeth Whitening/Bleaching	bleach3.doc
Alginate Impressions	alginpres.doc
Diagnostic Study Models	diagmodels.doc
Working Models	workmod.doc
Occlusal Bite Guards/Splits	occibitegard.doc
Sealants	sealant2.doc
Dental Dam Application	dentdam.doc
Class I and V Amalgam Restorations	amalgams.doc
Class II Amalgam Restorations	amalgam2.doc
Anterior Composite Restorations	compfill.doc
Posterior Composite Restorations	postcomp.doc
Glass Ionomer Restorations	glassir.doc
Crown and Bridge Preparation	crnbrgprep.doc
Veneer, Porcelain Jacket, Laminates, and Maryland Bridge Preparation	prosth.doc
Cast Post Preparation	castpost.doc
Stainless Steel Crowns	sscrown.doc
Provisional Crown Restorations	provcrown.doc
Pacheting Crown and Bridge	spatch.doc
Crown and Bridge Delivery/Placement	crwbridel.doc
Veneer, Porcelain Jacket, Laminates, and Maryland Bridge Delivery/Placement	venpor.doc
Full and Partial Denture Impressions	simpres.doc
Full and Partial Denture Try-In / Delivery	dentryin.doc
Full and Partial Denture Adjustments	sadjust.doc
Partial Denture Relines	reline.doc
Immediate Denture Delivery After Extraction	simmed.doc
Denture Repair	sdenrep.doc
Partial Repair: Broken Tooth or Clasp	spartia.doc
Basic Oral Surgery	oralsurg.doc
Root Canal Treatment	rootcn.doc
Radiological Safety and Regulatory Guidelines	sradsaf.doc
Equipment Inspection and Maintenance	seim.doc
Nitrous Oxide Equipment: Inspection and Maintenance	nitroumaint.doc
Waste Segregation and Disposal	swaste.doc
Laboratory Infection Control	labinfect.doc
Cleaning and Maintenance:	
Schedule	cleansched.doc
Facility	cleanfac.doc
Treatment Room Collection Traps	opertrap.doc
Autoclave Sterilizer	autoclave.doc
Chemiclave	schemic.doc
Dry Heat Sterilizer	dryheat.doc

Statim® Sterilizer	statim.doc
Automatic X-Ray Processor	xryprcsr.doc
Dip Tanks	diptanks.doc
Quick Developer	qckdevel.doc
Ultrasonic Cleaner	ultrasonic.doc
Impression Trays	imprtray.doc
Air Abrasion Unit	airabras.doc

<b>Section Six</b>	<b>Hygiene Department</b>
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Hygiene SOPs Project Flow Sheet	hygflow.doc
Patient Care and Team Philosophy	sphilos.doc
Soft Tissue Management Program	softissue.doc
Doctor and Hygienist Communication	drhygl.doc
Team Communication	hygfcom.doc
Hygiene Updates and Related Issues	staffedu.doc
Verbal Communication, Handouts, and Videos	ptedu.doc
Hygiene Infection Control	disin.doc
Processing Spore Strips	sporestp.doc
Reviewing Charts On the Hygiene Schedule	rvwhyht.doc
Hygiene Room Preparation	hrmprep.doc
Treatment of the Dental Hygiene Patient	spatrea.doc
Oral Health Instructions	oralhealth.doc
Fluoride Application	fluoride.doc
Adjunctive Treatments	adjunctive.doc
Ultrasonic Debridement	ultradeb.doc
Intra-Oral Photos	intraorl.doc
Post-Operative Calls to Patients	pocalls.doc
Additional Hygiene Procedures	hygstaff.doc
Substitute Hygienist	subsop.doc
Hygiene Equipment Maintenance	hequipm.doc
Stocking Hygiene Treatment Rooms	stkhygrm.doc

<b>Section Seven</b>	<b>Management and Marketing</b>
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Management SOPs Project Flow Sheet	mgtflow.doc
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The Business of Dentistry	busdent.doc
Leadership by Design Assessment	assess.doc
<b>Staffing:</b>	
Personnel Management	persissu.doc
Finding and Hiring the Right People	hireemp.doc
New Employee Orientation	orient.doc
Staff Evaluations and Performance Planning	stafevl.doc
Front Office Training Schedule	sfrtoff.doc
Back Office Training Schedule	sbakoff.doc
Continuing Education	contedu.doc
Convention Attendance	maxicon.doc
<b>Team Systems:</b>	
Motivating Your Team	motivate.doc
Creating a Team Agreement	teamagr.doc
Conflict Resolution	conreso.doc
Inner-Office Memo System	sintrof.doc
Facilitating and Conducting Staff Meetings	sfacstf.doc
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<b>Operations:</b>	
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OSHA and Regulatory Compliance	osha.doc
Office Security Check List	secure.doc
Computer Operations: System Log-In and Back-Up	backup.doc
Monitoring Sheets	monitrq.doc
Managing Dental Supply Cash Flow	scshflo.doc
Saving on General Office Supplies	hwsgos.doc
Choosing the Right Dental Lab	chooslb.doc
Office Layout: Diagrams	diagrams.doc

<b>Marketing:</b>	
Marketing	marketg.doc
Nine Moments of Truth Marketing Analysis	markany.doc
Conducting Patient Satisfaction Surveys	condptsrvy.doc
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Practice Information Portfolios	newptpkg.doc
Gifts to Patients and Colleagues	gifts.doc

<b>Administrative:</b>	
Business, Life, and Disability Insurance for Doctor	docins.doc
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<b>HIPAA: Our Obligations:</b>	
HIPAA Compliance in the Dental Office	HIPPAcomply.doc
Communicating Privacy Practices to Our Patients	commprivacy.doc

When an Authorization is Needed	whenauth.doc
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Applying the Minimum Necessary Standard	minnec.doc

Business Associate Agreements	busassoc.doc
Staff Training of Privacy Policies and Procedures	stftrain.doc
Discipline and Sanctions for Violations of Privacy Policies	discstaff.doc
Patient Complaints	ptcomp.doc

<b>Patient Rights: HIPAA</b>	
Right to Access	accessreq.doc
Request to Amend Record	amendreq.doc
Accounting for Disclosures	acctdisc.doc
Disclosures Log	disclog.doc
Request for Restrictions on Use or Disclosure	restriction.doc

Request for Alternative/Confidential Communications	confcomreq.doc
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<b>Data Safeguards: HIPAA</b>	
Faxing	faxing.doc
Email	email.doc
Summary of Computer Programs	sumprograms.doc
Virus and Hacker Protections	virushack.doc
Paper Records Handling and Storage	paperhand.doc

**Section Eight****Forms**

Forms SOPs Project Flow Sheet	formsflow.doc
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Chart Audit and Treatment Status	chrtaud2.doc
Cleaning and Maintenance Checklists	clncklst.doc
Clinical Evaluation Sheet for Trauma	clineval.doc
Daily Deposit Recap and Cash Recap Worksheets	dailytotal.doc
Dental Supply, Pharmaceutical, and Instrument Order List	orderlst.doc
Emergency Telephone Slip	erslip.doc
Equipment Inspection and Maintenance Master List	seimf.doc
Gap Analysis	gapform.doc
General Consent for Treatment	cnsntrmt.doc
Hygiene Fee Information Forms	hygslip.doc
Job Analysis Questionnaire	jobanaq.doc
Medical Clearance Letter	medclear.doc
Medical History	medhist.doc
Meeting Evaluation	meetinge.doc
Morning Huddle	mornhud.doc
New Patient/Non-Emergency Telephone Slip	npnonslip.doc
Nine Moments of Truth	9moments.doc
Patient Correspondence:	
Apology for Extended Wait	apology.doc
Cavity Free Club	nocavity.doc
Great Patient Club	greatpat.doc
Inactive Patient Notice	inactive.doc
New Patient Welcome Letter	newwelc.doc
Prophy Encouragement	prophet.doc
Referral Thank You	thankyou.doc
Sorry to See You Go	leavlet.doc
Withdrawal From Care Notice	withdrwl.doc
Patient Satisfaction Survey	patqtnr.doc
Patient Transfer Form	pttrans.doc
Performance Agreement Worksheet	pawkst.doc
Petty Cash Reconciliation Log and Worksheet	pettyca.doc
Please, Let's...	plslets.doc
Practice Advisors and Vendors	advisors.doc
Prescription Request	rxrequest.doc
Recall System Effectiveness Worksheet	rclwkst.doc
Recap of Chart Audit	audrecap.doc
Record Release	recrelse.doc
Refusal of Treatment	refusetx.doc
Return to Work/School Note	rtnwrk.doc
Sample Memos	memo1.doc
SOPs Worksheet	sopwk.doc
Specialty Referral form	specref.doc
Strategy and Goal Sheets	stragoal.doc
Team Survey	teams.doc
Treatment Estimate	txest.doc
X-Ray Duplication Request	xraydupe.doc
X-Ray Liability Release	xrliabrls.doc