

# ASSISTANT: ANTICIPATING THE DOCTOR'S NEEDS

## CHECKLIST

Remember – each office is different! Our documents are intended as suggestions and guidelines only and can be used as a starting point for conversation and your own system development.

### *Learn the Steps to Each Procedure*

- Write down the steps to each procedure
- Set up your tray so it has everything you will need laying in chronological order

### *Set up the Patient/Room*

- Give the patient glasses and bib
- Give the patient a movie/music etc.
- Set up tray and cassette and all needed equipment
- Get burs and hand pieces set up for the dentist

### *Pull up Needed Information*

- Open software
- Schedule
- X-Rays
- Notes
- Patient charts

### *Fill Operatories Water Bottles*

- Doctor and assistant bottles
- Check before long procedures

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### DURING/AFTER APPOINTMENT

#### *Patient Friendly Conversation*

- Provide answers to the doctor's questions that are PG
- Use appropriate language

#### *Have the Doctor's Back*

- If you have a question meet with the doctor after to discuss
- If the doctor says something wrong get his attention and direct him to the right information

#### *Friendly, Positive Attitude*

- Never roll your eyes, slouch or mutter under your breath
- Always keep a positive attitude even when frustrated

#### *Monitor the Patient*

- Always watch the patient for signs of distress
- Watch for how close the instruments get to the patient's tongue/cheeks
- Always suction water/saliva
- Always be watching the patient

#### *Never Leave the Office While the Doctor is Out*

- Always provide them with conversation or a movie etc.
- Offer water/trip to the bathroom
- Tidy up while the doctor is out
- Give the patient a reasonable time frame for how long the break will be
- If you must leave, let them know you will be around and get them anything they will need beforehand

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## CHECKLIST

### DURING/AFTER APPOINTMENT

#### *Appropriate Terminology*

- When you're explaining something to the patient make sure to use terminology they can understand
- When explaining something private or something that would sound alarming to the patient, use professional dental terminology so the patient doesn't get alarmed

#### *Be Ready*

- Always set down the instruments on your side
- Always pay attention to the procedure, thinking one step ahead
- Prepare each step in a timely manner
- If needed, look back to your list of how the procedure goes to stay on task

#### *Never Forget to Pass Instruments*

- Quickly set down instruments so you are ready to grab the next one
- Always move at a fast, yet safe speed
- Hold onto an instrument if you know you will need it again very soon
- If you have time, re-adjust your tray so you are organized and ready for the next step

#### *Appropriate Conversational Times*

- Don't begin a conversation as a procedure is starting
- Don't interrupt the doctor giving post op instructions or important information
- Do engage the patient during down times to strengthen relationship.