

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.

1

Receptionist first greets patient, welcomes them, checks them in and handles any immediate questions. The receptionist is responsible for the patient at this time.

2

**HAND OFF:** Dental assistant comes to get patient from reception area, greets them and welcomes them. Receptionist transfers any necessary information (such as expressed fear, any clinical questions they may have, any exciting news given) and makes sure the patient gets taken back by a dental assistant at a reasonable time. “You know Mrs. Jones was just telling me she is really nervous this is her first time getting a filling, but I told her you guys would take great care of her.”

3

Dental assistant takes the patient back, seats them in an operatory and gets them set up with a bib while talking to them and helping them feel more comfortable.

4

**HAND OFF:** Dentist walks into the room; the dental assistant greets him/her, and the doctor greets the patient. “Hello Dr., I was just telling Mrs. Jones that we are doing one small filling on the upper right, she is a little nervous, but we found her favorite movie on Netflix.”

5

Doctor discusses with the patient any questions or concerns they may have. They discuss the clinical side of the procedure and do their best to reassure and ease any nerves. They go on to the procedure.

6

**HAND OFF:** (Doctor directs hand off toward patient, dental assistant knows this is their handoff) Doctor says “Alright Mrs. Jones, you did an amazing job today and you are all finished! You’re going to be numb for about three hours, you can eat whenever however, your cheek is a little bit numb so be careful not to bite it when you do eat. You can take Advil or ibuprofen when you get home and one in the morning. If anything feels strange or hurts past tomorrow just give me a call back, we can get you in and it’s a really quick adjustment.” Dentist then leaves the room and dental assistant can take off the patient bib, and glasses as well as give them any mouthwash, chapstick etc. and help them collect all their belongings.

7

Dental assistant lets patient know that they will just have to go up front to check out. “If you want to just follow me, I will take you up front to our receptionist and she will make sure you get all checked out and you can schedule your next cleaning with her while you’re there with her.”

8

**HAND OFF:** Dental assistant approaches receptionist “Mrs. Jones did a great job! Today we did one buccal filling on number two and she just needs to get scheduled for her next cleaning.”

9

Receptionist is back in control of the patient and then schedules her and makes sure everything is taken care of. “Okay Mrs. Jones! You are all set, you’re scheduled for August 15<sup>th</sup> at 3:00 PM for your cleaning and everything is finished for this one! Have a great rest of your day and be sure to call us with any questions!”