

## HEADSET POLICY

Each employee except the doctor(s) wears a headset while working to stay in communication with everyone else and to save time trying to track people down to get things done. Headset communication is important too for the office manager to manage the flow of the office and the patients in the office.

### Headset Guidelines

- When you first put your headset on, make sure it works and you can be heard. This can be done by saying “test” in the microphone and someone will respond that you have been heard.
- When communicating something, first start with the person’s name you are communicating with, if there is a specific person you are talking to and then the message.
- When making an announcement that you are taking a patient from point A to point B, do it a few seconds before you start to walk the patient to the next location, so the person needed to take that patient from you has time to be prepared.
- When you hear communication on the headset for you or your position, respond as soon as possible so the person knows you heard it.
- If a communication is for a doctor and you are with that doctor, let them know what was said and then make sure to respond accordingly so the person that made the communication knows that it was received.
- Too much communication on the headset is distracting and can cause confusion regarding important messages.

### Patient Flow Communication

- Receptionist announces when a patient has arrived and if they are ready or if they need a few minutes before the clinician takes them back.
- Clinician acknowledges patient is ready with data of how long until they will get them.
- Clinician announces when they are about to bring a patient up front for check out.
- Clinician announces when they are putting a patient into consultation room.
- Front desk employee announces they are going in with patient in consult room ready for doctor.
- When hygienist is ready for the doctor, they will either announce “ready five” (patient will probably be a quick exam) or “ready ten” (patient may require a diagnosis and additional time).
- Hygienist announces “ready, ready, ready” when the patient is done and ready for the doctor as soon as possible.