

FRONT OFFICE *Rocks*®

The Leader in Dental Front Office Solutions & Training

Hygiene Schedule Priority Policy

The following is a list of priorities, in order of importance, in hygiene and how to handle certain situations.

1. **SCHEDULE** – keep the schedule full. This is the top priority. Everything else can wait. We do not make money when there are holes in the schedule. Actually it is quite the opposite. We wind up paying for hygienists to be here and we are losing money when they are not with a patient. When looking for patients to fill holes, here are the places to look.
 - a. SIP – look in the quick fill list for SIP appointments that might want the time you have available.
 - b. NP appointments. Most patients call really wanting to get in asap. New Patients are good candidates for moving up. Also if you have a hole today while you are confirming for 2 days from now, ask patients at that time if they want to move up.
 - c. Next look to the next day. Ideally I try to match patients with times. So if Sue has a 2 pm tomorrow and a 2 pm opened up today, I would call and offer. I would go out a few days with this tactic. If that fails just start calling patients and offering. This is why we want to keep detailed notes as to the times they like.
 - d. Last resort is to look at staff who might be overdue for cleaning.
2. **SCHEDULE** – please refer to priority #1. It is that important.
3. **CONFIRM PATIENTS** – it is important to confirm patients 2 days in advance and in the morning. Ideally confirmations should be done by 10 am. We want time to find other patients to fill space if someone has to cancel or re-schedule. Be firm when confirming. Let them know when their appointment is and end with a positive confirmation like “we will see you then”. Be positive but firm when confirming so they know they had better be there.
4. **NEXT DAY SCHEDULER** – it’s good to do this as you are confirming appointments. Use the tx history button to see what they were scheduled for last time to determine whether what is in their appointment is correct. If there are any questions please refer to the notes from their last cleaning to see what was recommended. Refer to KB’s Next Day Scheduler document for more detail.

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5. **YOU KEEP THE SCHEDULE IT IS YOUR JOB** – do not let the hygienists' dictate their day to you. We schedule at the patient's convenience and do our best to keep the day full.