

# FRONT OFFICE *Rocks*®

## The Leader in Dental Front Office Solutions & Training

### Office Noise Policy

If you have all the operatories being used at the same time and employees sitting at most computers, you need to recognize the amount of noise in the office.

- 1) When you are taking lunch break, if there are more than one of you in the kitchen, try to remember to close the door to the kitchen to help keep noise down.
- 2) When putting on a movie/show for patients, ESPECIALLY KIDS – when appropriate, try to use headphones for them to listen to it. It can be distracting to the other patients, when the TV noise is loud.
- 3) When in the consult room with a patient, try to remember to close the consult room door. It can be distracting to the patient in the consult room with all the noise coming from the hallway.
- 4) When in a consult, especially at the end of the day when all patients are gone except for a consult and you are finishing up the work at the end of the day – watch how loudly you talk with one another. It can be distracting to the patient that is left.
- 5) When having a meeting in the Office Manager's office, whether with a patient or another staff member, close the door to the office to cut down on the noise coming out toward front desk.
- 6) When talking with another staff member or patient at or near the front desk, be aware of other staff that are up there potentially trying to talk with another patient or on the phone.

Just remember that we want the experience in our office to be as comfortable and non-stressful as possible. We need to recognize that the noise level can potentially increase the stress of patients and also may lower our ability to offer great customer service, which is what sets us apart from the rest.

Finally, understand that when you are in the "activity" of the noise – sometimes it is hard to judge if it is loud or not. You should keep this monitored among yourselves and remind each other if we need to shut doors, move conversations, etc...

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