

CONTENTS

**THIS SURVIVAL GUIDE NOT ONLY TEACHES DENTAL OFFICE SYSTEMS,
BUT IT ALLOWS YOU TO APPLY THE TOPICS TO A PARTICULAR PRACTICE.**

READ BEFORE YOU PROCEED	Page	Completed
<input type="checkbox"/> WELCOME	6-7	
<input type="checkbox"/> DEAR DOCTOR	8	
<input type="checkbox"/> DEAR BUSINESS TEAM MEMBER	9	
<input type="checkbox"/> DECIDE WHAT TO BE AND GO BE IT	10-13	
<input type="checkbox"/> THE BIRTH OF SUCCESS	14	
<input type="checkbox"/> WHAT IS A BUSINESS TEAM MEMBER?	15-16	
<input type="checkbox"/> A DAY IN THE LIFE OF A FRONT OFFICE BUSINESS TEAM MEMBER	17-18	
<input type="checkbox"/> THE IMPORTANCE OF SYSTEMS AND CONSISTENCY	19	

FRONT OFFICE BASIC TRAINING	Page	Completed
<input type="checkbox"/> LEARNING ABOUT YOUR OFFICE	21	
<input type="checkbox"/> ONBOARDING	22-23	
<input type="checkbox"/> RAPID FIRE QUESTIONS	24-27	
<input type="checkbox"/> QUICK REFERENCE GUIDE	28-32	
<input type="checkbox"/> EMERGENCY CONTACT LIST	33	
<input type="checkbox"/> PATIENT APPOINTMENT CYCLE	34	
<input type="checkbox"/> PRACTICE MANAGEMENT SOFTWARE	35-38	
<input type="checkbox"/> PATIENT COMMUNICATION SOFTWARE	39	
<input type="checkbox"/> SCHEDULING SPECIFICS	40-45	
<input type="checkbox"/> DIGGING FOR GOLD	46-47	
<input type="checkbox"/> PATIENT CONTACT UPDATE	46-49	
<input type="checkbox"/> FRONT OFFICE TERMINOLOGY	50	
<input type="checkbox"/> DENTAL BENEFIT TERMINOLOGY	51-52	
<input type="checkbox"/> TYPES OF DENTAL PLANS	53	
<input type="checkbox"/> BENEFIT COVERAGE DETAILS	54	
<input type="checkbox"/> BENEFIT VERIFICATION	55-56	
<input type="checkbox"/> CO-PAY CALCULATOR	57-59	
<input type="checkbox"/> PRESENTING FINANCIAL CONSULTS	60-65	
<input type="checkbox"/> INCOMING PHONE CALLS	66-67	
<input type="checkbox"/> NEW PATIENT EXPERIENCE	68-71	
<input type="checkbox"/> NEW PATIENT INTAKE INFORMATION	72-79	
<input type="checkbox"/> RE-CARE REMINDER SYSTEM	80-81	
<input type="checkbox"/> OVERDUE RECARE	82	
<input type="checkbox"/> CHART AUDITING	83	
<input type="checkbox"/> REDUCE MISSED APPOINTMENTS	84-87	
<input type="checkbox"/> IDENTIFYING HIGH RISK NO SHOW PATIENTS	88-89	
<input type="checkbox"/> POST CARE CALLS	90	

CONTENTS

SOME SECTIONS MAY REQUIRE SUPPORT FROM A TEAM MEMBER.
BE SURE TO CHECK OFF EACH TOPIC WHEN COMPLETED.

FRONT OFFICE BASIC TRAINING (CONTINUED)	Page	Completed
<input type="checkbox"/> 5 VIABLE LISTS	92-93	
<input type="checkbox"/> 2-2-2 TREATMENT FOLLOW UP	94-95	
<input type="checkbox"/> CLAIMS RECOVERY	96-97	
<input type="checkbox"/> BILLING	98-99	
<input type="checkbox"/> CROSS TRAINING	100-101	
<input type="checkbox"/> IS THIS A GOOD TIME?	102-103	
<input type="checkbox"/> BRING A SOLUTION, NOT A PROBLEM	104-105	
<input type="checkbox"/> THERE IS ALWAYS SOMETHING TO DO	106-107	

PRACTICE PROMOTION/EXPRESSING VALUE	Page	Completed
<input type="checkbox"/> PRACTICE PROMOTION DEFINED	111-113	
<input type="checkbox"/> OFFICE TOUR	114-115	
<input type="checkbox"/> 3 POSITIVE RESPONSE RULE	116-117	
<input type="checkbox"/> FOLLOW UP QUESTIONING	118-119	
<input type="checkbox"/> WHAT PROCEDURES DOES THIS PRACTICE PERFORM?	120-127	
<input type="checkbox"/> SUPPORTING MARKETING EFFORTS	128-129	
<input type="checkbox"/> MARKETING TO EXISTING PATIENTS	130-132	
<input type="checkbox"/> ASKING FOR REFERRALS	133-135	
<input type="checkbox"/> ASKING FOR REVIEWS	136-137	
<input type="checkbox"/> PARTICIPATING IN COMMUNITY EVENTS	138-139	
<input type="checkbox"/> BE A TRUE DENTAL PROFESSIONAL	140-141	

CHECKLISTS	Page	Completed
<input type="checkbox"/> FIVE DAILY BUSINESS TEAM CHECKLISTS #1: BEFORE PATIENTS ARRIVE #2: PREPARING FOR MORNING HUDDLE #3: THROUGHOUT THE DAY #4: PREPARING FOR TOMORROW #5 AFTER PATIENTS LEAVE	144-155	
<input type="checkbox"/> WEEKLY BUSINESS TEAM CHECKLIST	156-157	
<input type="checkbox"/> MONTHLY BUSINESS TEAM CHECKLISTS	158-163	

DENTAL BASIC TRAINING	Page	Completed
<input type="checkbox"/> DENTAL TERMINOLOGY	166-171	
<input type="checkbox"/> PARTS OF A TOOTH	172	
<input type="checkbox"/> TOOTH NAMES AND NUMBERING	173-174	
<input type="checkbox"/> TOOTH SURFACE	175	

NOTES	Page	Completed
<input type="checkbox"/> TRAINING AND MEETING NOTES	176-182	