

FRONT OFFICE *Rocks*®

The Leader in Dental Front Office Solutions & Training Headset Policy

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

The amount of communication on the headset is important. If there is too much communication then it is distracting to those not involved with that cycle and if not enough communication or none at all then those trying to get something won't know if it has been heard. The following are a list of the communication guidelines:

- 1) 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.
- 2) When communicating something, first start with the person's name you are communicating to if there is a specific person you are talking to and then whatever the message is.
- 3) 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.
- 4) When you hear a communication on the headset that is for you or your position, respond as soon as possible so the person knows you heard it.
- 5) The doctors do not wear headsets, so if a communication is for a doctor, if you are the person with that doctor, let the doctor know what was said and then make sure to respond accordingly so the person that made the communication knows that it was received.

Typical Communication made daily regarding patient flow:

- 1) Receptionist announces when patient has arrived and if they are ready or if they need a minute or two to finish something (ie paperwork, brush teeth, etc..)
- 2) Receptionist announces when the patient is ready to be taken back
- 3) Clinician acknowledges patient is ready with data of how long until they will get them
- 4) Clinician announcing when they are about to bring a patient up front for check out
- 5) Clinician announces when they are putting a patient into consultation room
- 6) Front desk employee announces they are going in with patient in consult room ready for doctor

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7) Hygienist announces she is ready 5 or ready 10 (means doctor can come do exam at any point)

1) 5 means that there is not much going on with the patient and will probably be a quick exam

2) 10 means that there is some diagnosis to be done and might take a little longer

8) Hygienist announces she is ready, ready 5 or 10 (means she is getting near the end of the appointment and needs an exam soon)

9) Hygienist announces she is ready, ready, ready (means she is done and now the doctor needs to come over ASAP).

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