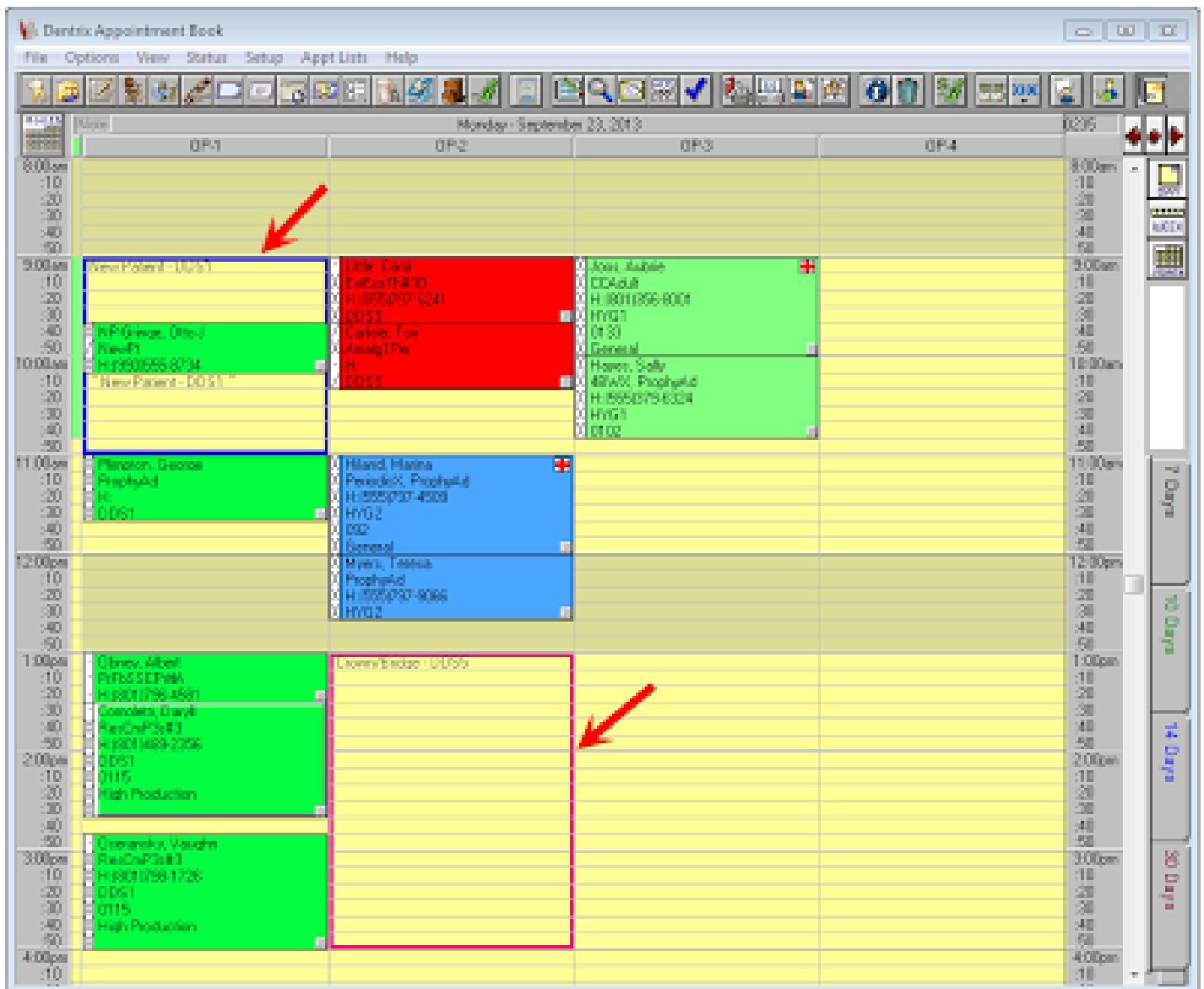


# FRONT OFFICE *Rocks*®

The Leader in Dental Front Office Solutions & Training

## Block Scheduling Overview

Block Scheduling is scheduling for production. What does that mean? It means planning your schedule ahead of time and knowing what you need to put into the schedule to hit your production goals.



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Since each team member at some point or another will need to help with the schedule, it is important that everyone understands the reason for block scheduling and then how to do it. We all need to take responsibility for the schedule and do our part to make sure that we have an effective schedule.

Without planning your schedule properly, you will most likely see the following:

- Dissatisfied patients because the practice runs late and/or patients have to wait
- Frustrated and burned-out staff members
- Dentistry that becomes less enjoyable and increasingly stressful.
- Decreasing practice revenues

Seeing too many people per day causes an excessive amount of work by front office and clinical professionals. In the treatment area, large numbers of patients create extensive setup and cleanup. The front office has to work harder to collect and help more patients per day, which does not allow us to offer the customer service that we prefer.

The common characteristics of “ideal” days are as follows:

- Fewer patients are treated
- A large amount of treatment is accomplished for each patient
- Appointments start and end on time
- A quiet, relaxed atmosphere prevails
- Goals are reached

### **Notes:**

### **What are Your Office Guidelines To Build A Productive Schedule?**