Covid-19 Checklists: for Dental Team

Hygiene 1	Hygiene 2
Perio headset working and practice so that we can implement properly	**Create social media posts:** ✓ 3 weeks-1 year for both locations ✓ do all the fun ones, holidays, etc. ✓ work on before and after for collage for #transformationtuesday ✓ organize team member about me videos ✓ organize oral health videos with your hygienists
Everyday wipe room from top to bottom. ✓ baseboards ✓ window ✓ base of chair ✓ chair crevices ✓ suction hoses and attachments ✓ drawers wiped out ✓ wire shelves ✓ tops of cabinets ✓ inside of cabinets ✓ all unnecessary items out of room behind a closed door/drawer ✓ nothing on shelves, even display products ✓ x-ray if applicable ✓ inside x-ray cabinet ✓ germs FLY!	**Everyday wipe kitchen from top to bottom**. ✓ baseboards ✓ window ✓ drawers wiped out ✓ wire shelves ✓ tops of cabinets ✓ inside of cabinets ✓ all unnecessary items out of room behind a closed door/drawer ✓ clean coffee machine ✓ nothing out ✓ germs FLY!
Responsible for your hygiene column in for every day that the office is closed. ✓ document for each call, every attempt to call must be recorded ✓ must speak to patient	**Responsible for your hygiene column in for every day that the office is closed.** ✓ document for each call, every attempt to call must be recorded ✓ must speak to patient
Watch all recorded webinars for practice software (HELP button) Most have access easily by website or inside the software.	Watch all recorded webinars for practice software (HELP button) Most have access easily by website or inside the software.

Clean sterilization from top to bottom. ✓ organize all cabinets ✓ wipe out all cabinets	**Clean lab from top to bottom**. ✓ organize all cabinets ✓ wipe out all cabinets
Videos to create and upload to #practicesystems on slack: ✓ everything involved in new patient appointment ✓ how to take photographs ✓ how to take a pan from setting up computer to actually taking the pan ✓ how to follow the blocks for hygiene ✓ how to do a proper oral cancer screening ✓ sterilization of instruments and wiping room properly for hygiene room ✓ how to use the cavitron, all types in office ✓ how to properly sharpen the instruments ✓ how to perio chart with headset ✓ how to do a perio treatment plan ✓ how to talk about fluoride, use team member as a patient ✓ how to do a restorative treatment plan ✓ educating about sonicares, home products ✓ how to talk about laser	**Videos to create and upload to #practicesystems on slack:** ✓ how to run recall reports and our system for follow up ✓ how to attach services to appointment on open dental ✓ how to schedule an appointment ✓ what's included in a recare appointment, i.e. when we take x-rays, perio charting ✓ whitening options we have in our office and how to use them, cost ✓ how to complete a specialist referral from open dental ✓ how to talk about photographs and deepening concerns ✓ how to hand off to doctor, doc to admin ✓ how to chart review: opportunities, accuracy ✓ how to ask a patient for a review ✓ how to talk to people about checking in on Facebook ✓ how to talk about Invisalign
Practice talking digital photographs. ✓ take the photos ✓ upload the photos ✓ display the photos ✓ work with a different partner each time and work on different case scenarios, 20-30 sets over course of shutdown	**Practice talking digital photographs.** ✓ take the photos ✓ upload the photos ✓ display the photos ✓ work with a different partner each time and work on different case scenarios, 20-30 sets over course of shutdown
Type up the perio protocol	**OSHA and exposure plan manual.** ✓ watch videos on YouTube ✓ use ADA guides

Admin 1	Admin 2
Work on all aging claims from oldest to newest worked. Each claim must be called on. We do not care if the claim in "in progress." We must be proactive as insurance is holding onto their money at this time.	Work on all accounts receivable and work on payment arrangements with patients. "good faith" payments
Teach your team how to call on claims.	Process statements for at end of month for April
After posting payments, balance bill patients.	After posting payments, balance bill patients.
Everyday wipe patient bath from top to bottom. ✓ baseboards ✓ table ✓ sink ✓ toilet ✓ mirror ✓ cabinets	**Everyday wipe front office from top to bottom**. ✓ baseboards ✓ drawers wiped out ✓ tops of cabinets ✓ inside of cabinets ✓ all unnecessary items off of counter behind a closed door/drawer ✓ nothing out ✓ germs FLY!
Watch all recorded webinars for practice software (HELP button) Most have access easily by website or inside the software.	Watch all recorded webinars for practice software (HELP button) Most have access easily by website or inside the software.
Videos to create and upload to #practicesystems on slack: ✓ how to pull a new patient report, how to pull, what's the value of information, what happens if things are missing ✓ new patient call from hello to scheduling the appropriate appointment to scanning call sheet and completing a welcome note card, this could be a four-part series ✓ treatment tracker: interval for follow up ✓ medical billing, intakes, forms needed, submitting, limitations ✓ how to follow block scheduling, value of block scheduling	**Videos to create and upload to #practicesystems on slack:** ✓ how to check messages ✓ accounts receivable system ✓ balance billing ✓ calling patients to ask for money ✓ how to properly check in a patient ✓ how to properly check in a lab case ✓ filling out a treatment plan and estimating benefits
Process statements for April	Purge front office area. If we don't use it, get rid of it.

Troubleshoot all issues with Weave for and ensure cordless phones are working.	Scan all files. Please appropriately save each document in the appropriate folder.
Watch all confirmation software videos and utilize the new knowledge to better the practice	Watch all confirmation software videos and utilize the new knowledge to better the practice

Practice talking digital photographs.
   ✓ take the photos
   ✓ upload the photos
   ✓ display the photos
   ✓ work with a different partner each time and work on different case scenarios, 20-30 sets over course of shutdown
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Virtual care credit training	Virtual care credit training

Dental Assistants (1)	Dental Assistants (1)
Go through any case in lab cabinet and address unseated crowns, appliances	Maintenance all equipment, change filter in saliva ejectors, check master trap, run spore test, clean and wipe hoses, maintenance autoclave
Everyday wipe room from top to bottom. ✓ baseboards ✓ window ✓ base of chair ✓ chair crevices ✓ suction hoses and attachments ✓ drawers wiped out ✓ wire shelves ✓ tops of cabinets ✓ inside of cabinets ✓ all unnecessary items out of room behind a closed door/drawer ✓ nothing on shelves, even display products ✓ x-ray if applicable ✓ inside x-ray cabinet ✓ germs FLY!	Everyday wipe room from top to bottom. ✓ baseboards ✓ window ✓ base of chair ✓ chair crevices ✓ suction hoses and attachments ✓ drawers wiped out ✓ wire shelves ✓ tops of cabinets ✓ inside of cabinets ✓ all unnecessary items out of room behind a closed door/drawer ✓ nothing on shelves, even display products ✓ x-ray if applicable ✓ inside x-ray cabinet ✓ germs FLY!
Responsible for your operative column for every day that the office is closed. ✓ Enter notes in patients' chart for each call, every attempt to call must be recorded ✓ must speak to patient and connect with them.	Responsible for your operative column for every day that the office is closed. ✓ comm log for each call, every attempt to call must be recorded ✓ -must speak to patient
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Videos to create and upload to #practicesystems on slack: ✓ how to do general clinical open and close the office, including sterilization, computers, suction, cleaning operatory ✓ how to sign into confirmation software ✓ how to do number tracking videos and what each number is for ✓ how to seat an anterior crown with bonding protocol ✓ how to upload an Invisalign case ✓ how to do proper electronic claims ✓ how to do an emergency patient exam, photos, x-rays, options, etc. ✓ morning huddle: why do we talk about it, purpose, value of information, and readiness ✓ nitrous oxide equipment: inspection and maintenance ✓ -Invisalign post op and hygiene instructions: do this with, it will be used on social media	Videos to create and upload to #practicesystems on slack: ✓ how to place an anterior composite and polish ✓ how to do an implant impression ✓ how to order implant parts ✓ how to pour a model and trim to show hamular notches and frenums ✓ how to polish a crown ✓ how to make an essix for a missing tooth ✓ how to make a temporary crown ✓ how to do a soft reline of a denture ✓ how to do a full and partial denture adjustment ✓ how to log in to computer system ✓ Invisalign post op and hygiene instructions: do this with a team member. It will be used on social media ✓ how to place a posterior composite restoration, room set up and supplies ✓ how to seat a posterior crown ✓ how to prep the room for a crown and procedure ✓ how to take proper Invisalign impressions ✓ the steps of a denture appointment from start to finish, this will be a series ✓ ordering dental supplies ✓ how to create a lab script
Online training ✓ Invisalign videos ✓ Sleep studies ✓ Scanning/milling	Online training ✓ Invisalign videos ✓ Sleep studies ✓ Scanning/milling
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