

PRACTICAL CLINICAL COURSES

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Career Development Program

V4794

Multiple Patient Scheduling – Working Smarter, Not Harder

Gordon J. Christensen, DDS, MSD, PhD

Materials Included

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Sources of Products Discussed in

V4794 Multiple Patient Scheduling – Working Smarter, Not Harder

Presented by: Gordon J. Christensen, DDS, MSD, PhD

1. **AltoSignal**
AltoSignal
26982 Dew Drop Road
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Product names, the products themselves, and company names change rapidly. Please contact the companies shown to confirm current information.

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PROGRAM

V4794 Multiple Patient Scheduling – Working Smarter, Not Harder

CLINICIANS RESPONSIBLE:

Gordon J. Christensen, DDS, MSD, PhD
CEO, Practical Clinical Courses
CEO, CR Foundation
Practicing Prosthodontist, Provo, Utah

GOALS & OBJECTIVES

At the completion of this video presentation, viewers should be able to:

1. Discuss the state of dentistry in the USA.
2. Explain the clinical procedures currently being delegated to staff by US dentists.
3. Explain additional potential delegated clinical procedures.
4. Discuss the requirements for multiple patient scheduling.
5. Explain the advantages of multiple patient scheduling.
6. List the clinical procedures you accomplish most.
7. List the average number of your most commonly accomplished procedures.
8. Explain how to organize and supervise multiple patient scheduling.
9. Discuss the several levels of staff and dentist involvement in clinical procedures.
10. Discuss the importance of the office scheduler.
11. Describe and compare intraoffice communication systems.
12. Describe the clinical activity of both dentist and dental staff during a level 1 appointment.
13. Describe the clinical activity of both dentist and dental staff during a level 3 appointment.
14. Describe the clinical activity of both dentist and dental staff during a level 5 appointment.
15. Compare clinical productivity of multiple patient scheduling with conventional scheduling procedures.

OVERVIEW

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Over the past 20 years, dentist production of services has stayed about the same, but the resultant net revenue has stayed at the level of about 20 years ago. What can be done by practitioners to increase services and net revenue? The answer is to increase staff clinical functions by increasing operatories and staff-produced clinical functions. The following and other points will accomplish that goal:

- The state of dentistry in the USA
- Clinical procedures currently being delegated to staff by US dentists
- Additional potential delegated clinical procedures
- Requirements for multiple patient scheduling
- Advantages of multiple patient scheduling
- Clinical procedures you accomplish most
- Average number of most commonly accomplished procedures by a typical GP
- How to organize and supervise multiple patient scheduling
- The several levels of staff and dentist involvement in clinical procedures
- The importance of the office scheduler
- Intraoffice communication systems
- Clinical activity of both dentist and dental staff during a level 1 appointment
- Clinical activity of both dentist and dental staff during a level 3 appointment
- Clinical activity of both dentist and dental staff during a level 5 appointment
- Clinical productivity of multiple patient scheduling compared to conventional scheduling procedures

REFERENCES

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POST-TEST

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1. The financial state of general dentists in the USA is:
 - a. growing rapidly.
 - b. declining rapidly.
 - c. about the same in net revenue as 20 years ago.
 - d. none of the above.

2. Organizing and administering multiple patient scheduling requires:
 - a. a competent lead assistant.
 - b. a competent scheduler.
 - c. team education.
 - d. all of the above.

3. The clinical procedures delegated by typical US dentists:
 - a. are few compared to what could be legally delegated.
 - b. are relatively complex procedures.
 - c. are not in need of expansion.
 - d. do not require education for accomplishment.

4. Requirements for multiple patient scheduling are:
 - a. clinical space.
 - b. education/training of staff.
 - c. a competent lead assistant.
 - d. all of the above.

5. A procedure that can be legally delegated almost everywhere is:
 - a. making tooth preparations.
 - b. tooth removal.
 - c. making and seating an occlusal splint.
 - d. none of the above.

6. The advantages of multiple patient scheduling are:
 - a. more service provided for patients.
 - b. more revenue for the practice.
 - c. excited staff.
 - d. all of the above.

7. Prepping 6 anterior teeth is a level ____ appointment.
 - a. 2
 - b. 1
 - c. 3
 - d. 5
 - e. 4

POST-TEST (CONT'D)

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- 8. A conventional DH appointment is a level ____ appointment.
 - a. 3
 - b. 2
 - c. 1
 - d. 5
 - e. 4

- 9. Trying in a waxed-up denture is a level ____ appointment.
 - a. 3
 - b. 1
 - c. 4
 - d. 5
 - e. 2

- 10. Multiple patient scheduling:
 - a. can improve staff morale.
 - b. can help to retain staff in your practice.
 - c. can stimulate and motivate the dentist.
 - d. all of the above.

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