

Hygiene Hub

Episode 4 - "2021-Growing Beyond the Basics"

HYGIENE HUB
TEAM NEWS

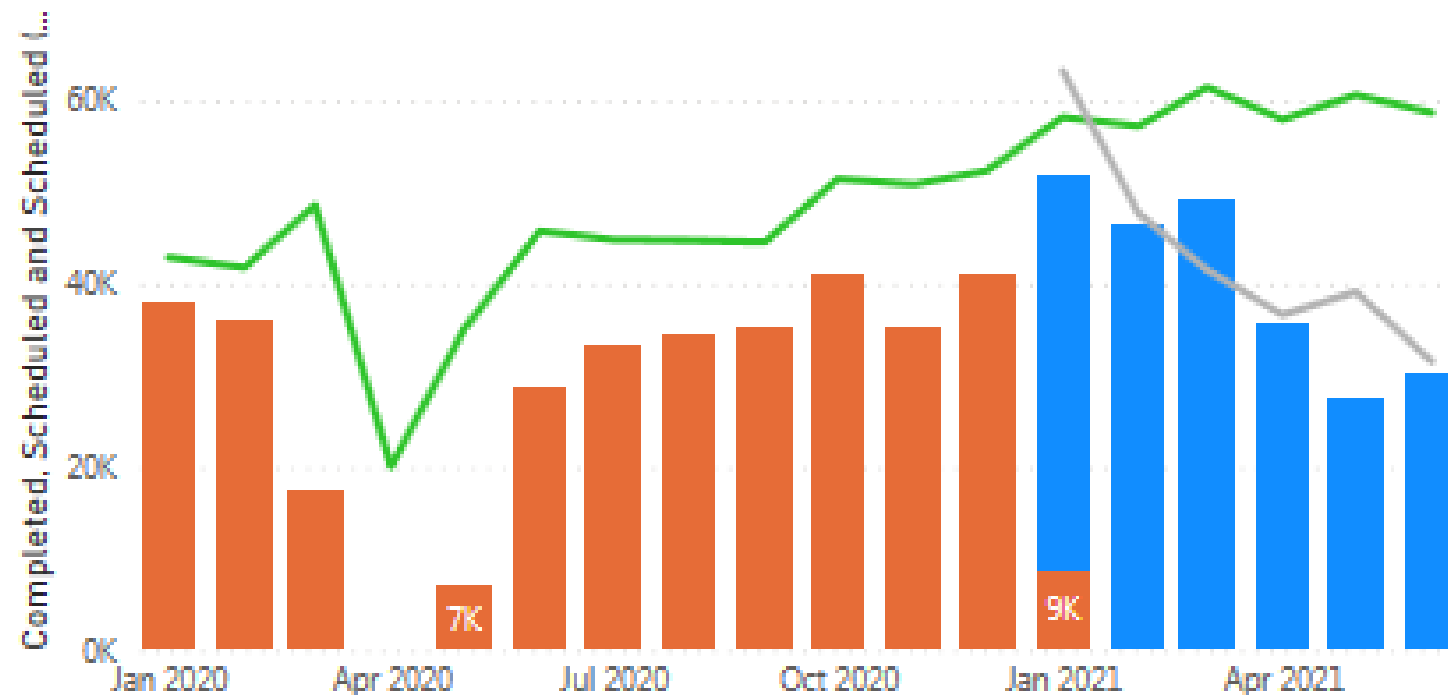


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Hygiene Appointments | COVID Impact

Hygiene Appts By Month

Completed Scheduled Scheduled (No Budget) Budget Prior Year % to Budget

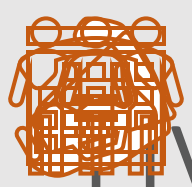


Appointment Cliff not to target

1.) Lost patients in April and May and haven't returned to practice.

2.) Adjusted schedules to allow more time to accommodate for PPE.

3.) Higher no-show rate and cancellation rate due to COVID.



Ownership of Hygiene Schedule

Effective Hygiene Scheduling

Confirmation & Reappointment Best Practices

Team Efficiencies

Promote your Practice!



Ownership of Hygiene Schedule

Co-Clinician

Leadership

Better Patient Outcomes



Effective Scheduling

Patient Service Center

Volume Benchmarks

Open Dental Scheduling Templates & Appointment Blocks

Walk in Column/Unconfirmed Column

Management of no-show rate



Patient Service Center

Patient Service Center is located at our Resource Center. They are responsible for scheduling new patients.

Patient Service Center utilizes a Practice Reference Guide and the Open Dental scheduling template to direct where to schedule new patients.

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To view the Practice Reference Guide and template scheduling guidelines, visit:
[Practice Reference Guide](#)

Hygiene Volume Benchmarks

Patient Volume		
Hygiene Model	Patient/Hour	Patients/Day
Unassisted Hygiene	1.0 patients/hour	8 patients/8-hour day
Shared Assisted Hygiene	1.25 patients/hour	10 patients/8-hour day
Assisted Hygiene	1.5 patients/hour	12 patients/8-hour day

Template Schedules



Schedule Templates are embedded into the Open Dental schedule.



Templates create parameters for the PSC, the front desk team, and hygiene team to be aligned on how and where to schedule patients.



Templates are custom to the practice's needs.

Template Blocks

Hygiene Appointment Block	
New Patient-Comprehensive Exam	Yellow
Recall	Recare/Periodontal Maintenance
Scaling & Root Planning	Scaling & Root Planning Every office does not use this, but it is an option.
NP Comp/Recall	New Patient Comp Appt or Existing Recall <i>This is used if office doesn't want specific times for new patient appts in hygiene.</i>
NP Comp/SRP	New Patient Comp Appt or Existing Patient SRP <i>This can be used if office doesn't mind if a new patient or an SRP is in a designated spot in the schedule.</i>

Schedule Templates-Unassisted

8am					NP Comp/Recal
:10					
:20					
:30					Block
:40					
:50					
9am					NP Comp/Recal
:10					
:20					
:30					Block
:40					
:50					
10am					NP Comp/Recal
:10					
:20					
:30					Block
:40					
:50					
11am					NP Comp/Recal
:10					
:20					
:30					Block
:40					
:50					
12pm					NP Comp/Recal
:10					
:20					
:30					Block
:40					
:50					

9am					Recal
:10					
:20					
:30					Block
:40					
:50					
10am					Recal
:10					
:20					
:30					Block
:40					
:50					
11am					NP Comp/SRP
:10					
:20					
:30					Block
:40					
:50					
12pm					SRP
:10					
:20					
:30					Block
:40					
:50					
1pm					Recal
:10					
:20					
:30					Block
:40					
:50					
2pm					NP Comp/SRP
:10					
:20					
:30					Block
:40					
:50					

Schedule Templates: Assisted

Time	Activity	Activity
8am	Block	Block
:10	Block	Block
:20	Block	Block
:30	Block	Block
:40	Block	Block
:50	Block	Block
9am	New Patient - Comp	Block
:10	New Patient - Comp	Block
:20	New Patient - Comp	Block
:30	Block	Block
:40	Block	Block
:50	Block	Block
10am	Block	Block
:10	Block	Block
:20	Block	Block
:30	Block	Block
:40	Block	Block
:50	Block	Block
11am	New Patient - Comp	Block
:10	New Patient - Comp	Block
:20	New Patient - Comp	Block
:30	Block	Block
:40	Block	Block
:50	Block	Block
12pm	Block	Block
:10	Block	New Patient - Comp
:20	Block	New Patient - Comp
:30	Block	New Patient - Comp
:40	Block	New Patient - Comp
:50	Block	New Patient - Comp
1pm		
:10		
:20		
:30		
:40		
:50		
2pm	Block	Block
:10	Block	Block
:20	Block	Block
:30	Block	Block
:40	Block	Block
:50	Block	Block
3pm	New Patient - Comp	Block
:10	New Patient - Comp	Block
:20	New Patient - Comp	Block
:30	Block	Block
:40	Block	Block
:50	Block	Block
4pm	Block	Block
:10	Block	Block
:20	Block	Block
:30	Block	Block
:40	Block	Block
:50	Block	Block

Walk in Column



North American Dental Group utilizes a Walk in Column in all our Open Dental practices.



Used specifically for the Patient Service Center for when they are unable to schedule a patient on doctor and/or hygiene side.



Helps attract new patients and decrease lag time.



Online Scheduling

Unconfirmed Column



Recommended in every practice to manage unconfirmed patients.



Utilized when patients have not confirmed their appointment after multiple attempts.



Moved out of the schedule and opens additional availability.

Managing the Schedule



Open Dental confirms patients 10 days and 3 days out via text and/or email.



Best practice is that patients that have not confirmed through text and/or email will receive a call from the practice 2 days out.



After multiple attempts of confirming—if patient is not confirmed, the team moves the patient into the Unconfirmed Column.



Team evaluates voids in the schedules and takes action to fill in the gaps.

Fill in the Gaps

“I have gaps in my schedule. What do I do?”

1.) Periodontal ASAP list—patients that need periodontal treatment. Treat the disease!

2.) Look at the Walk in Column

3.) ASAP List

4.) Recall List in Open Dental

Understanding No-Show Rate



NADG's current no-show rate is 28.9%



No-show rate varies region by region.

- 10-45%



Adjust schedule template based off your no-show rate.



Example: Unassisted hygiene is the model in the practice. The volume expectations are 8 patients for an 8-hour day. The office no-show rate is 30%. On average, 2-3 patients don't show up each day. The best practice is to have a Hygiene Overflow Column with an additional 2-3 patients.

Utilizing Team/Team Efficiencies

“What do I do when all my patients show up for their appointment.”



Team Approach



Open Communication with team.



Open Communication with patients.

Delegating Tasks



- 1.) Room setup
- 2.) Seating & Greeting Patients
- 3.) Blood Pressure
- 4.) Medical History Review
- 5.) Clinical Router
- 6.) Intraoral Photos
- 7.) Radiographs
- 8.) Coronal Polishing—select cases
- 9.) Doctor's Examination
- 10.) Treatment Planning & Patient Education
- 11.) Disinfect Room/Sterilization

Hygiene Reappointment



Patients returning for their prescribed recall appointments are crucial to the oral and systemic well-being.



Hygiene is the life-blood of the practice and fuels the overall success of the practice.



NADG's mission is best in class care—every patient, every visit. This includes reappointing hygiene patients at each visit.



Patient/Provider Relationship is important with reappointment.



NADG's minimum expectation is 95%. Currently sitting at 89.8% YTD.



Hygiene Reappointment



1.) Identify patients on doctor's side that are overdue for their hygiene visit and discuss in Morning Huddle.

2.) Hygiene team makes next re-care appointment in the hygiene chair.

3.) Front desk is confirming future hygiene appointment is made at check-out.

4.) Discuss patients that were not reappointed in the next Morning Huddle.

Let's get you scheduled for your next hygiene appointment. Six months will be _____. Does morning or afternoon work well for you?

Thanks for joining the call. Today, we learned:



Importance of owning your schedule



Building effective hygiene schedules



Confirmation system and reappointing hygiene patients



Utilize your team to be more efficient and accommodate same day treatment



Best practices on promoting your practice

Next Steps:

STEPS TO EFFECTIVE HYGIENE SCHEDULE

Office Manager Guide



1 IDENTIFY PATIENT VOLUME EXPECTATIONS

UNASSISTED: 1.0 PATIENTS/HOUR
SHARED ASSISTED HYGIENE: 1.25 PATIENTS/HOUR
ASSISTED HYGIENE: 1.5 PATIENTS/HOUR



2 NO-SHOW RATE

LOOK ON POWER BI FOR THE TRAILING 3 MONTH NO-SHOW RATE AND CALCULATE THE NUMBER OF ADDITIONAL APPOINTMENTS THAT NEED ADDED DAILY TO THE HYGIENE SCHEDULE



3 ACCESS TO CARE

ASSESS LAC TIME AND INCORPORATE NEW PATIENT AVAILABILITY THROUGH THE WALK-IN COLUMN



4 IMPLEMENT BEST PRACTICES

CONSIDER ADDING AN UNCONFIRMED COLUMN AND OVERFLOW COLUMN TO OFFSET NO-SHOW RATE



5 TEAM BUY-IN

CONSULT WITH TEAM IN MORNING Huddle ON CHANGES AND TALK ABOUT THROUGH ANY CONCERNS AND OVERCOME OBJECTIONS



6 TRACK-IT TICKET

SUBMIT CHANGES THROUGH TRACK-IT.

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BOOK IN CLASS BARS... EVERY PATIENT, EVERY VISIT

CONFIRMATION BEST PRACTICES

7 DAYS

OPEN DENTAL SENDS CONFIRMATION TEXT/EMAIL

3 DAYS

OPEN DENTAL SENDS CONFIRMATION TEXT/EMAIL TO UNCONFIRMED PATIENTS

2 DAYS-MORNING

OFFICE CALLS PATIENT TO CONFIRM APPOINTMENT AND SENDS FOLLOW UP TEXT MESSAGE TO PATIENTS THAT COULD NOT BE REACHED

2 DAYS-AFTERNOON

UNCONFIRMED HYGIENE PATIENTS MOVED INTO WALK-IN COLUMN

FILL IN GAPS

OFFICE USES THE WALK-IN COLUMN, ASAP, AND RECALL LISTS TO FILL IN THE VOIDS

INSPECT & CONDENSE

INSPECT APPOINTMENT TIMES AND CONDENSE, AS NEEDED

1 DAY

FINAL CONFIRMATIONS MADE FOR ANY CONFIRMED APPOINTMENTS

PATIENT OUTREACH

CALL PATIENTS AND ASK TO MOVE THEIR APPOINTMENT TIME UP OR DOWN TO CONDENSE SCHEDULE

2 HOURS

OPEN DENTAL SENDS APPOINTMENT REMINDER TEXT MESSAGE

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LET'S CONNECT:

HYGIENE HUB: EPISODE 5

FEBRUARY 17 @ 12:15 PM EST

FEBRUARY 19 @ 1:15 PM EST

