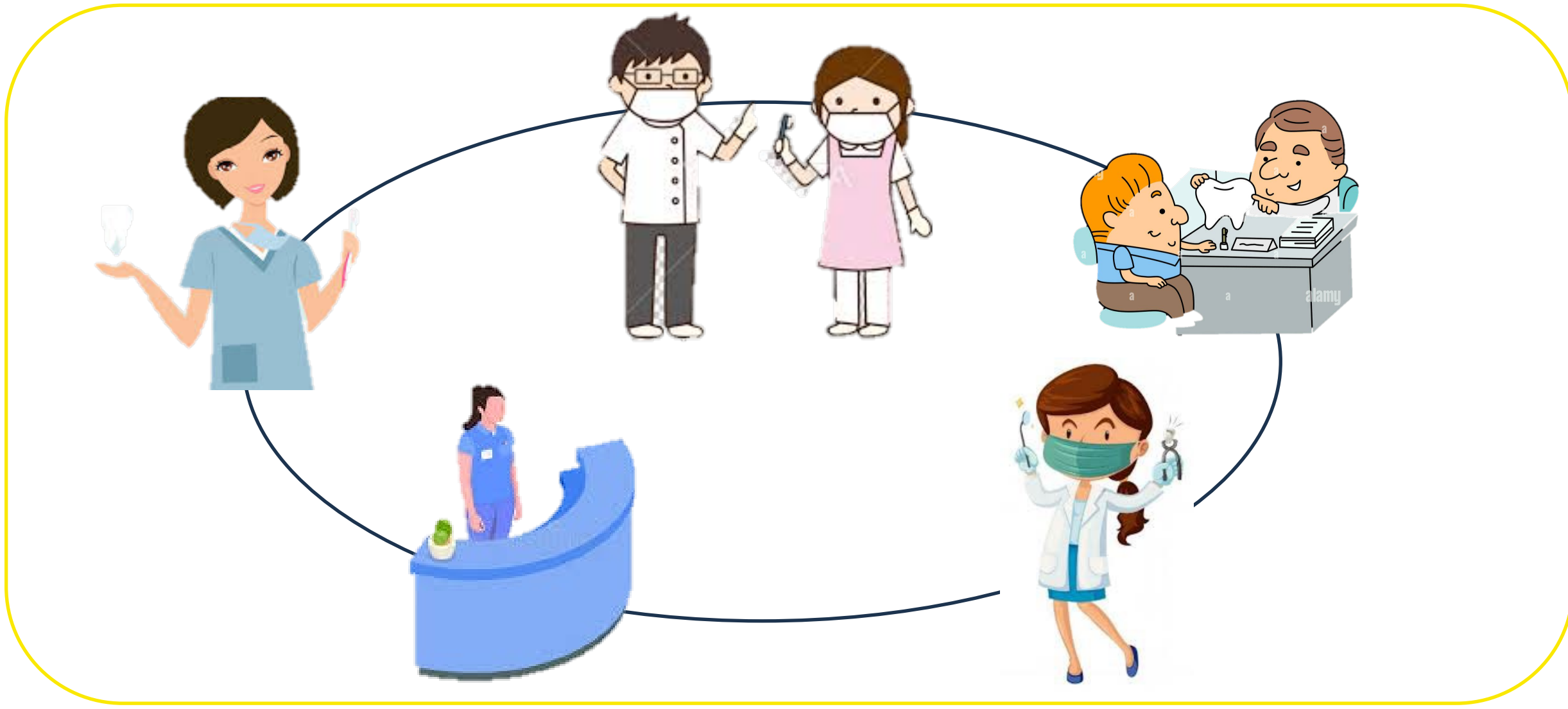




INTRODUCTION



METHODS & MATERIAL

Data was collected from..

Subjects: A multiracial group of American dentists from different geographical location and age group

Duration: 20 min interview sessions (in-person/zoom)

FRONT TEAM

FRONT DESK

- **Patient confirmation policy:** Everyday accuracy, pre-payment policy
- **Patient cancellation policy:** charges applicable, fill out the schedule with pending patient list
- **Insurance verification:** No delays in confirmation of pre-approved authorization

TREATMENT CO-ORDINATOR

- **Notes taking:** precise comprehensive chart note (e.g. tooth number)
- **Patient relation:** should explain treatment plan in layman terms in form of printed treatment plan
- **Knowledgeable:** ADA codes, insurance coverage and benefits, insurance authorization

OFFICE MANAGER

- **Claims:** Keep up to date with claims to maintain collection
- **Staff scheduling:** Accommodate temporary staff to replace absent staff
- **Vital person:** Maintain good relation with staff, patients, and labs. Make functional environment.

BACK TEAM

DENTAL HYGIENIST

- **Abide by their duties:** should not provide any definitive diagnosis to the patients
- **Hygienist-dentist relation:** Appropriate data collection for periodic exam
- **Hygienist-dental assistant relation:** should have an individual assistant to expedite patient care

DENTAL ASSISTANT

- **Types of assistants:** AFDA v/s Non-AFDA
- **Qualities of dental assistants:** well-oriented, active listener, professional, and communication
- **Insurance verification:** Pre-approved authorization

DENTISTS

- **Call the specialist:** for the patient comfort and satisfaction
- **Accommodate to the staff and other associate's demands:** Provide the requested dental materials, health insurance and satisfied payroll

CONCLUSION

- **On-site training and continuing Education:** To keep staff member up to date with current technology
- **Morning huddles:** To get everybody on the same page and to have a smooth day
- **Team work:** Conduct team-building games once a week and keep get-together outings to grow personal relations