

LOGO

POLICY AND PROCEDURE MANUAL

DENTAL PRACTICE

FRONT RECEPTION

What are the benefits of creating a policy and procedures manual?

- A performance guide for temporary staff during holidays, staff turnover, or leaves of absence
- A reference manual that speeds up on the job training
- Less chaos and confusion when key, trained personnel suddenly leave
- Legal protection: your processes defined in detail and in print
- Written knowledge about who does what, where, when, why, and how
- Written accountability crucial to effective performance evaluation
- Consistency: the same function performed correctly time after time
- Enhanced staff participation: people support what they help create
- Less hunting for forms, information, supplies, and responses
- A sense of unity around a set level of expectations and procedural means; a standard care for every body in the practice to actively pursue.

TABLE OF CONTENTS

PRACTICE PROFILE..... (PAGE NO)

PATIENT FOCUS.....

PATIENT COMMUNICATION.....

Answering the Telephone

Emergency Procedures

Response to emergencies in the rooms

Flow chart for Medical Emergencies

Greeting and checking in patients

Front Desk issues

Returning patient phone calls

PATIENT INFORMATION AND SERVICES.....

Protecting confidentiality

Patient assistance after hours

Assisting patients in distress/hostile patient

Communicating with Special Needs patients

Health & Community Services

Referral documents (ie from GP for treatment)

Follow up incoming correspondence

Professional image

Practice information sheet

APPOINTMENT SCHEDULING.....

Abbreviations used in scheduling

Dental Terminology

New patient/ Non emergency

Dental emergency

Consultation

Adjustments/Recementing Crown and Bridge

Restorations

Extractions/Surgical

Crown and Bridge

Root Canal Therapy

Full and Partial Dentures

Hygiene/Oral health care/Prophylaxis

Sealants

Appointment cancellations

Managing patient attendance

Patient recalls and reminders

PATIENT FEEDBACK.....

Patient feedback register

Patient complaint process

Handling complaints

Complaint file

Patient feedback form

Patient feedback implementation

FRONT DESK ACTIVITY.....

PATIENT BILLING.....

Billing Process

Billing flow chart

Software information

SAMPLE SIGN TEMPLATE FOR FEES

ACCOUNTING.....

Financial arrangements for patients

Handling patient billing questions

Patient Accounts

Processing refunds

Referring accounts for collection

Day end procedures

Month end procedures

Year end procedures

Banking of services rendered

Patient statements

Petty Cash

STATIONERY

Sample Fax Header

Sample of letterhead (inc Provider No)

Sample of letters

Ordering of Prescription pads

Referrals to other services ie Specialists

OFFICE ACTIVITY

Waiting room checklist

Practice access

Reception and Office Cleaning

Building security

Opening and Closing premises

Computer back up system

Asset management

Office stock management

Computer procedures

Patient files

Authority for release and transfer of medical/dental information

Access to information under the Privacy Act

Record storage and archiving

Computer security

Emergency Numbers

Key register – Staff

CLINICAL ACTIVITY

Dental and Medical Stock Management

Drug Storage

Continuity of Care (Multi Dentist practice)

Autonomy of Care

Code of Ethics

Dental Act

PRACTICE COMMUNICATION.....

Training

Induction & Training program

Staff Meeting Agenda

Staff Meeting TO DO LIST

Sample of Front Door Sign

WORKPLACE HEALTH AND SAFETY.....

Health and Safety regulations

Sharps

Protective equipment

Blood or body fluid exposure

Blood or body fluid clean up

Contagious diseases

Hazardous and contaminated waste and infection control

Sterilisation and disinfection

Manual handling

Non medical emergencies (Fire, Burglary, Robbery, Assault)

Non smoking policy

PRACTICE ACT DOCUMENTS.....

Staff checklist Request for access to patient Dental records

Accessing your Dental record (patients information)

Information handling procedures

MEMO to all staff regarding request for patient information

Request to access patient Dental records

Terminology adopted in the Privacy Private Sector Amendment Act 2000 (I need to check this is current as it is off the top of my head)

JOB DESCRIPTIONS...

Dentist

Practice Manager

Dental Hygienist

Dental Technician

Dental Assistant

Dental Receptionist