



MGE management experts

THE MGE SCHEDULING FOR PRODUCTION SEMINAR

Implementation Points

NOTE: This write- up is being provided as suggestions and ideas from which to apply the seminar information to your office. This is not to be taken as a guarantee that the information provided is appropriate to your practice. Each practice is individually responsible for ensuring that any system implemented complies with the applicable federal, state and local accounting, tax and employment laws, rules and regulations governing the place in which your practice is located. These suggestions do NOT constitute legal or accounting advice. You should seek advice from your own accounting and legal advisors as to what is appropriate to implement in your practice, prior to implementation. MGE: Management Experts, Inc. is not responsible for any claims, real or otherwise, associated with this document or any part thereof.

1. **APPOINTMENT BOOK:** If your schedule isn't set up on 10-minute intervals, fix this as soon as possible.
2. **MORNING PRODUCTION MEETING:** Begin holding a daily Morning Production Meeting as soon as possible.
3. **SCHEDULE BLOCKS:** Block out "Primary" time each day on your schedule. This is simple to do with most software. Ensure you've blocked out enough to meet your daily Production Goal.
4. **CONSULTS:** Ensure time is made in the schedule for Consults. If you have trouble with this – make them the first appointments of the day and the first after lunch. During the consult, the doctor should make a point to encourage patients to come in for any Primary procedures during time blocked as "Primary" in the schedule.
5. **PROCEDURE DURATION:** Work out how long each procedure in your office *should* take. For now, target procedures that are on the doctor's schedule or require doctor time (i.e. an NP Exam). Ensure that what you work out is realistic and also allows for extra time to account for recall exams and the unexpected. You may also work out the amount of additional time needed if there are

multiple instances of a procedure in the same appointment (i.e. three crowns versus one, etc.). Turn all of this into a written policy (you may wish to mirror your fee schedule as you do this, so nothing is missed) and give a copy to your staff. Ensure a copy of this policy makes it into your Appointment Secretary, Dental Assistant, Hygienist and Office Manager manuals.

6. **DOCTOR/ASSISTANT TIME:** Familiarize yourself with what a Dental Assistant is legally permitted to do (and not do) in your area. Once this is established, determine your current Dental Assistant's capabilities with relation to the schedule while also factoring in their skill-set and any certifications they may have.
7. **DOCTOR/ASSISTANT TIME:** Now, take what you worked out in "5" and "6" above and determine the doctor and assistant time for each of these procedures. Put this in policy form and distribute as in "5" above. Ensure your software is set up to accommodate this information.
8. **DOUBLE BOOKING:** If you don't have a Dental Assistant for each of the doctor's chairs, work out how to resolve this as soon as possible.
9. **IMPLEMENTATION:** Gradually implement what you've learned, keeping a keen eye to ensure you don't create confusion in the process. A couple of ideas that might help:
 - a. Using the double-booking protocol, take the prior week's schedule and examine how it might have affected the doctor's productivity and efficiency. This will help bring the concepts out of the "idea" stage into the real world and also make it easier to implement the system.
 - b. Once familiar, start using the protocol as soon as you are able during Primary time. From there, pick a day at some point in the future (maybe a few weeks off), where the entire protocol will be implemented. Ideally, the date you pick should not be heavily scheduled so that you are able to schedule around what might already be there.
10. **SCHEDULING POLICY:** Considering all of the above, issue your own full Scheduling Policy. You may wish to use the Scheduling Policy Ideas as a guideline.

11. **HYGIENE FORMULA:** Do the Hygiene Formula calculation for your practice. Determine:

- a. How many days of Hygiene you should have.
- b. Your current compliance percentage.

12. **HYGIENE DEPARTMENT:** Depending on the condition of your Hygiene Department, you may wish to do one or more of the following:

- a. Implement the information for the slide: **Rudimentary Hygiene Department Rules.**
- b. If the points in “a” above are in, implement the information from the slide: **Building Your Hygiene Department.**

13. **ADDING HYGIENE DAYS:** If you find you need to add a day of Hygiene, use the points in the slides “**Adding Hygiene Days,**” as a guideline.

As always, contact us here at MGE if you run into any bugs or snags.