

Bryant Consultants

COVID -19 Virus Dental Practice Plan

The coronavirus pandemic has made headlines, leaving many practices wondering how they will continue functioning during a shutdown period. First and foremost, we are all in this together. This is an ever evolving, working plan. We anticipate thriving through this time and coming out stronger. As team members, you all have always been cared for and as employers we have always worked to do the right thing. Bryant Consultants would like to provide this Dental Practice Plan to help you navigate through shutdowns during the coronavirus pandemic.

Here is where we are as of March 16, 2020. Our dental practices will go into a period of non-emergent closure until April 1. This means that only patients with dental emergencies will receive care during this time. However, the shutdown does not mean that you will not have work to do. Bryant Consultants has plenty of tasks to help you get caught up and focus on areas of your practice that you never seem to have time for until now.

We will still be running the dental office as follows for everyone's best interest. The team will be split up into teams to ensure efficacy, guidance, leadership and training occurs each day. We want everyone to continue to work and here is how it is going to go for the next two weeks, as of now. Schedule employees for two days on and two days off (you will use your PTO/Vacation time for these days). If you do not have any PTO/Vacation time, you will be borrowing time from the company to ensure you receive a full paycheck and you will repay the company in the upcoming quarter as we add in additional work time to recover the schedule. These efforts will balance out over the next quarter. We are not asking anyone to take non-paid time off during this turbulent schedule that was unpredicted.

Team 1 (M/T) March 23-24 March 30-31	Workday
Admin Hygiene	8:00-4:00 (rotate lunch)
Clinical Doctor	*phones answered all working hours
Team 2 (W/TH) March 18-19 and March 25-26	Workday
Admin Hygiene	8:00-4:00 (rotate lunch)
Clinical Doctor	*phones answered all working hours

PROCEDURES WE WILL DO:

- ☐ Emergencies (pain based):
- ☐ Non- Aerosol based procedures we will do:

PRACTICE PROTOCOLS ARE STILL AS FOLLOWS:

- ☐ No magazines or brochures in waiting area
- ☐ No check in sheet for patients to sign. Admin team will sign patient in.
- ☐ No one with fever (we will still check temps at sign in)
- ☐ No out of US travel within 14 days
- ☐ No High-risk patients seen unless approved by DDS present.
- ☐ Air hugs only
- ☐ Email or mail receipts if possible, to reduce touching

TASKS WE WILL BE ACCOMPLISHING DURING NON- PATIENT TIME:

- ☐ M/T will move all M/T patients for the upcoming 2 weeks and W/TH is in charge of all W/TH patients for the upcoming 2 weeks to relocate them to the dates we anticipate opening in April and May as make up dates.
- ☐ Every patient gets a live voice call from us. Care "in their best interest" We are here, and your health is important to us." Provide them with their new appointment. We have taken the liberty to reschedule your appointment to.... (appointment date here)
- ☐ You will be confirming appointments the 30-31 for the upcoming work week. Patients deserve to hear a live voice and be ensured that we are all confident, healthy, ready to see them.
- ☐ All aging claims from oldest to newest worked. Each claim must be called on. We do not care if the claim is "in progress" it's still called on to ensure timely payment. Insurance are holding out on their money too. We must increase our proactive behavior. (please use this time to train others on your team to do your job)
- ☐ After posting payments from insurance we will still balance bill patients to continue cash flow for the office
- ☐ All rooms wiped down from top to bottom. Every unnecessary item that can be stored please do so. We want all hard surfaces cleaned. Start using your drawers and cabinets.
- ☐ All lab cases purged
- ☐ All files in office that need to be scanned. SCANNED. Let's get paperless please
- ☐ Statements will be processed on 31st of the month for the April 1 week to remove that added stress from the administrative team upon reopening.

- ☐ All admin area wiped completely down – dust free- drawers organized, cabinets organized and labeled.
- ☐ Schedule all computer updates, repairs, maintenance and replacements
- ☐ Confirmation Software training webinar watched by all and software updates
- ☐ Practice Management Software training and pre-recorded webinars. Hit your HELP button in your software for more information.
- ☐ How to do my job videos for each department. Let's always be prepared as our practice continues to change and when we have fill in's.
- ☐ Doctor videos and training for every service in the practice. This benefits you for years to come with employee changes and/or growth.
- ☐ Virtual Care Credit training (call and set up for next week.
- ☐ Virtual Training with the lab (Chris Morris.)
- ☐ Virtual Consults, post ops and evaluations. Use Telehealth codes to bill to insurance during this time CODES: D9995 D9996
- ☐ Online CE to satisfy OSHA, HIPPA, CHEMICAL DEPENDANCY requirement. Ensure your OSHA manual is updated
- ☐ Maintenance all equipment, change traps, clean autoclaves, sharpen instruments, oil handpieces, etc
- ☐ The next 6-8 weeks of office contest, Facebook videos, Birthday celebrations, IG videos, Tic-Toc videos for social media marketing, in office promotions and patient interaction completed. Send to your marketing team for edit and scheduled post
- ☐ Before and After photos. Pull and organize. Send your marketing team a file to update for your social media and website.
- ☐ Go through your website and log updates, bio needs, and even schedule your team photos while you have time.
- ☐ Revisit past training manuals to update yourself on information you have already learned.
- ☐ Make a plan POST COVID-19 virus. How will you thrive after this is over? Marketing to patients. Will you offer extended payment plans, same day discounts for dentistry, pre-payment services, in house insurance plans?

Everyone should be cross trained during this time without a doubt.

April/May Plan for Reschedule:

Added Hygiene Days:

Added Doctor Days:

DOCTORS ONLY LIST:

- ☐ Business meetings
- ☐ Accounting meeting
- ☐ Financial Investment meeting
- ☐ Bank credit lines handled
- ☐ Ensure all employee files are up to date
- ☐ Get your 'Business' streamlined on Drop Box
- ☐ Call on cases
- ☐ Call your dental friends (Connect)
- ☐ Work on your marketing plan for future recovery
- ☐ Complete all outstanding treatment plans that are waiting on you to work up.
- ☐ Hand write your team a note card sometime over the next week and mail to their home.
Thank them for their loyalty and commitment to your company.

Contact Bryant Consultants if you have questions or need assistance:

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