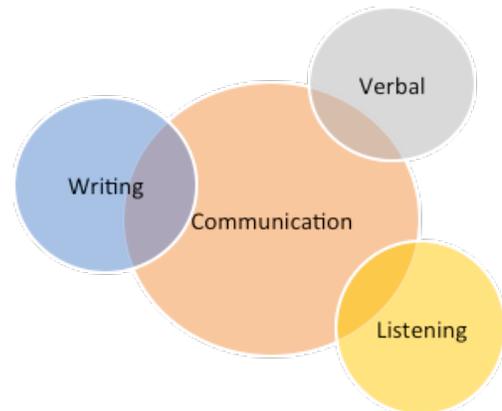


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Communication... (or the lack of it)

Communication in an office is essential to good flow of the work day. The assistant needs to communicate with everyone in the office on some level. The receptionist at the front desk informs assistants when a patient has arrived. The doctor lets assistants know what procedure will be performed. When the assistant seats a patient, it is crucial to discuss the reason for the visit and have good understanding of the treatment that is planned, so she can explain it to the patient and answer any questions. But sometimes the “lack of communication” can happen mostly in the back among the assistants.



3 rules of Communication:

Verbal – Writing – Listening

Communication is more than just speaking; it’s about listening too. Writing things down is most important in communicating among assistants



Sometimes when the office is really busy, attention to detail could be compromised. Little things like not writing the patients name on a model or a lab slip can cause not only mix ups and delays, but is also very frustrating when trying to send cases to the lab.

Having to constantly tell someone to clean out mixing bowls and to wipe up the area after pouring models gets old. This is not cool nor is it fair to have to clean up someone else’s mess in the lab just to be able to do your task. Everyone should be respectful of others and do their utmost to make the work flow progress smoothly.

Another area that falls short is equipment maintenance. Don’t assume it is getting done regularly. You can have equipment failure or costly repairs if not done daily, weekly or monthly. This includes things like cleaning sterilizers, running evacuation solution, changing suction traps on units or even oiling the handpieces. When the repair techs tell you these things are necessary, we should listen.



So what’s a solution?

Planning an assistants meeting is a great way to communicate and voice concerns and resolve issues. This could be done on a monthly basis.

Create a duties list so you know who does what and when.

The “Bottom Line” – taking that extra 30 seconds to complete a task will make all the difference on how smooth the day will go.