

## **PRACTICAL CLINICAL COURSES**

*A Service of the Gordon J. Christensen  
Career Development Program*

**V4794**

### **Multiple Patient Scheduling — Working Smarter, Not Harder**

Gordon J. Christensen, DDS, MSD, PhD

**Materials Included:**

C.E. Instruction Sheet  
Products List  
Clinicians Responsible  
Goals & Objectives  
Overview  
Supplemental Materials  
AGD Post-Test

**Gordon J. Christensen**  
**PRACTICAL CLINICAL COURSES**

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**PRACTICAL CLINICAL COURSES**  
*Sources of Products Discussed in*  
**V4794 Multiple Patient Scheduling – Working Smarter, Not Harder**  
Presented by: Gordon J. Christensen, DDS, MSD, PhD

1. **AltoSignal**  
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***Product names, the products themselves, and company names change rapidly. Please contact the companies shown to confirm current information.***

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## **PROGRAM**

### **V4794 Multiple Patient Scheduling – Working Smarter, Not Harder**

#### **CLINICIANS RESPONSIBLE:**

**Gordon J. Christensen, DDS, MSD, PhD**

*Founder and CEO, Practical Clinical Courses  
Senior Consultant & Previous CEO, CR Foundation  
Practicing Prosthodontist, Provo, Utah*

#### **GOALS & OBJECTIVES**

At the completion of this video presentation, viewers should be able to:

1. Discuss the state of dentistry in the USA.
2. Explain the clinical procedures currently being delegated to staff by US dentists.
3. Explain additional potential delegated clinical procedures.
4. Discuss the requirements for multiple patient scheduling.
5. Explain the advantages of multiple patient scheduling.
6. List the clinical procedures you accomplish most.
7. List the average number of your most commonly accomplished procedures.
8. Explain how to organize and supervise multiple patient scheduling.
9. Discuss the several levels of staff and dentist involvement in clinical procedures.
10. Discuss the importance of the office scheduler.
11. Describe and compare intraoffice communication systems.
12. Describe the clinical activity of both dentist and dental staff during a level 1 appointment.
13. Describe the clinical activity of both dentist and dental staff during a level 3 appointment.
14. Describe the clinical activity of both dentist and dental staff during a level 5 appointment.
15. Compare clinical productivity of multiple patient scheduling with conventional scheduling procedures.

## OVERVIEW

### **V4794 Multiple Patient Scheduling – Working Smarter, Not Harder**

Over the past 20 years, dentist production of services has stayed about the same, but the resultant net revenue has stayed at the level of about 20 years ago. What can be done by practitioners to increase services and net revenue? The answer is to increase staff clinical functions by increasing operatories and staff-produced clinical functions. The following and other points will accomplish that goal:

- The state of dentistry in the USA
- Clinical procedures currently being delegated to staff by US dentists
- Additional potential delegated clinical procedures
- Requirements for multiple patient scheduling
- Advantages of multiple patient scheduling
- Clinical procedures you accomplish most
- Average number of most commonly accomplished procedures by a typical GP
- How to organize and supervise multiple patient scheduling
- The several levels of staff and dentist involvement in clinical procedures
- The importance of the office scheduler
- Intraoffice communication systems
- Clinical activity of both dentist and dental staff during a level 1 appointment
- Clinical activity of both dentist and dental staff during a level 3 appointment
- Clinical activity of both dentist and dental staff during a level 5 appointment
- Clinical productivity of multiple patient scheduling compared to conventional scheduling procedures

## SUPPLEMENTAL MATERIALS

### **V4794 Multiple Patient Scheduling – Working Smarter, Not Harder**

1. Christensen GJ. Ask Dr. Christensen: We already have the perfect team. *Dental Economics*. 2018 Aug;108(8)82-4.
2. Christensen GJ. Ask Dr. Christensen: Educating staff for practice efficiency. *Dental Economics*. 2018 Jan;108(1)68-70.
3. Christensen GJ. Ask Dr. Christensen: How do you encourage staff to take responsibility? *Dental Economics*. 2017 Dec;107(12)63-4.
4. Kracher C, Breen C, McMahan K, Gagliardi L, Miyasaki C, Landsberg K, Reed C. The Evolution of the Dental Assisting Profession. *J Dent Educ*. 2017 Sep;81(9):eS30-eS37. doi: 10.21815/JDE.017.031.
5. Umanah AU, Azodo C. Analysis of Nigerian dentists' opinion and consequences on expanded function dental auxiliaries. *Odontostomatol Trop*. 2015 Jun;38(150):37-45.
6. Christensen GJ. Ask Dr. Christensen: Simple methods to increase service to patients and revenue. *Dental Economics*. 2015 May;105(5):84-5.
7. Darling BG, Kanellis MJ, McKernan SC, Damiano PC. Potential utilization of expanded function dental auxiliaries to place restoratives. *J Public Health Dent*. 2015 Spring;75(2):163-8. doi: 10.1111/jphd.12089. Epub 2015 Mar 10.
8. Christensen GJ. Ask Dr. Christensen: Increasing staff functions to improve practice productivity. *Dental Economics*. 2014 Sep;104(9)24-8.
9. Beazoglou TJ, Chen L, Lazar VF, Brown LJ, Ray SC, Heffley DR, Berg R, Bailit HL. Expanded function allied dental personnel and dental practice productivity and efficiency. *J Dent Educ*. 2012 Aug;76(8):1054-60.
10. Guay AH, Lazar V. Increasing productivity in dental practice: the role of ancillary personnel. *J Am Coll Dent*. 2012 Spring;79(1):11-7.

## POST-TEST

### **V4794 Multiple Patient Scheduling – Working Smarter, Not Harder**

1. The financial state of general dentists in the USA is:
  - a. growing rapidly.
  - b. declining rapidly.
  - c. about the same in net revenue as 20 years ago.
  - d. none of the above.
  
2. Organizing and administering multiple patient scheduling requires:
  - a. a competent lead assistant.
  - b. a competent scheduler.
  - c. team education.
  - d. all of the above.
  
3. The clinical procedures delegated by typical US dentists:
  - a. are few compared to what could be legally delegated.
  - b. are relatively complex procedures.
  - c. are not in need of expansion.
  - d. do not require education for accomplishment.
  
4. Requirements for multiple patient scheduling are:
  - a. clinical space.
  - b. education/training of staff.
  - c. a competent lead assistant.
  - d. all of the above.
  
5. A procedure that can be legally delegated almost everywhere is:
  - a. making tooth preparations.
  - b. tooth removal.
  - c. making and seating an occlusal splint.
  - d. none of the above.
  
6. The advantages of multiple patient scheduling are:
  - a. more service provided for patients.
  - b. more revenue for the practice.
  - c. excited staff.
  - d. all of the above.
  
7. Prepping 6 anterior teeth is a level \_\_\_\_ appointment.
  - a. 2
  - b. 1
  - c. 3
  - d. 5
  - e. 4

**POST-TEST (CONT'D)**

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8. A conventional DH appointment is a level \_\_\_\_\_ appointment.
- a. 3
  - b. 2
  - c. 1
  - d. 5
  - e. 4
9. Trying in a waxed-up denture is a level \_\_\_\_\_ appointment.
- a. 3
  - b. 1
  - c. 4
  - d. 5
  - e. 2
10. Multiple patient scheduling:
- a. can improve staff morale.
  - b. can help to retain staff in your practice.
  - c. can stimulate and motivate the dentist.
  - d. all of the above.

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