

# Productive DOWNTIME TASKS

**1****KEEP YOUR TEAM ENGAGED AND CONNECTED:**

Continue to meet regularly as a team and learn to use Zoom!

**2****WHO'S ANSWERING THE PHONES?**

Make sure there is a live person answering all calls during normal business hours. This might mean learning how to forward calls to cell phones.

**3****CLAIMS/ACCOUNTS:**

Re-submit unpaid claims & check for accuracy of all credits on accounts.

**4****FIRST DAY/WEEK/MONTH BACK ACTION PLAN**

How to manage our time, tasks, and patient flow when we reopen.

**5****SPRING CLEAN THE OFFICE!**

All cabinets, drawers, etc. Throw out what we do not need/use and organize supplies. Stock rooms/ Create an inventory list/Re-organize supplies.

**6****TEAM DENTAL DAY!**

Who needs restorative work? Hygiene visits?

**7****POLICIES & SYSTEMS**

Analyze existing systems, review and update. How can we turn the dial up a little more?

**8****SCHEDULING:**

When considering getting patients rescheduled, do we have any room to add hygiene or Dr. hours to accommodate the patients we have had to cancel? Know your capacity before making calls.

**9****PATIENT EDUCATION VIDEOS/CONTENT**

Create your own! This could be used in-office and for social media posts.

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## **SOCIAL MEDIA POSTS:**

Create content to push out for the next 6mo. (idea: use your cell phone and record mini “meet the team” videos, patient education videos, etc)

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## **INSURANCE BREAKDOWNS:**

Many call centers are working from home and for several insurance companies, this info can be found online.

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## **CONTINUING EDUCATION:**

Create a plan, 1 topic per month. What do we want to learn more about?

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## **Clean up Continuing Care in charts**

(ie: prophylaxis vs perio maint, 3,4 or 6mo interval correct?)

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## **WRITE AND SEND “THANK YOU” NOTES FOR REFERRING PATIENTS AND DOCTORS.**

(This is a great time for someone to receive a handwritten note!)

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## **CLINICAL CALIBRATION:**

Create a list and a plan of ACTION. What procedures do you need to get on the same page about?

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## **GO TO YOUR WEBSITE:**

Review, check links, evaluate for edits and make a plan for when this can be completed.

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## **CHART CLEANUP!**

Look at incomplete treatment – diagnosed (Unscheduled Tx List-clean up) Are there duplicates? X-rays, prophylaxis codes treatment planned unnecessarily?

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## **CALL ELDERLY PATIENTS TO “CHECK IN ON THEM.”**

A little kindness goes a long way.

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## **REACH OUT TO YOUR COACH!**

We have many more suggestions and ideas for how to be productive during this unforeseen downtime!