



## WHY THE MORNING HUDDLE?

To better serve the individual needs of our patients through enhanced office communication among the staff!

Who should be there? All staff working that day.

Where should it be held? In the hygiene room or a private area.

What time? Ten to twenty minutes before the first patient arrives.

How? The meeting may best function by dividing it into three “quickie mini huddles.” The first session will work best as the dentist goes over the previously reviewed charts of the hygienist. The hygienist will bring to attention pertinent clinical data such as changes in medical history, radiographic, periodontal, and restorative needs.

Concurrently, the clinical assistants will be reviewing the dentist’s charts with the administrative assistants. Particular attention will be given to the amount of time needed for each restorative procedure to make sure we are in synch with what is scheduled for that time period. The clinical assistants will make predetermined best possible times to see emergencies. The administrative assistants will give any pertinent information to the clinical assistants that might impact our treatment (i.e., medical history changes, financial and personal data).

The second mini huddle will be between the administrative assistants and the hygienists. At this time, schedules can be verified and altered as needed to give the proper amount of treatment time. Again pertinent patient information can be given to the hygienists. Simultaneously, the clinical assistant will review the charts with the dentist to give information needed for the day’s schedule.

Also, the administrative assistant will announce the goals for the day and how much we’re short by, if any.

Lastly, the dentist will do a final check with the administrative staff to see if there are any needed changes or items that should be addressed.

Adjourn. Hopefully we can get this down to ten minutes. I suggest late arrivals have the privilege of contributing \$2 to the doughnut fund. I know it sounds like a lot, but let’s have fun with it.