

## EP.8

## Working Smarter, Not Harder

**The 3 Ps' : Preparation, Planning, and Practicing:** How do we apply this as a hygienist? How do we keep from falling haphazardly into appointment after appointment?

Work less, make more: the 80/20 Principle

**Preparation and Planning:** We are either doing this in advance, or in a rush right before we bring the patient back. Either way, we are going to need the information. Be intentional with when and how! This is your game plan.

Auditing charts, chart reviews, or patient preparation the day before or the morning of: What info do you need to retain the patient, deliver the best customer service, and maintain consistency.

- a. What did they talk about last time they were in?
- b. Did you offer fluoride last time? Did they accept?
- c. Are their family members current with their recare?
- d. Do they have any medical alerts?
- e. Do they need to take a premed? Did they take it?
- f. What treatment was recommended? Did they complete it? When? If not, what is our game plan this time?
  - i. Ex: taking a new intraoral photo to compare
- g. Is there an opportunity for same day treatment?
  - i. Remember: same day isn't always same hour!
- h. Do you need an exam? Do you need to update radiographs? Intraoral photos?
  - i. What data is needed to be "ready" for the Doctor to come in for the exam and for your handoff ?

**The information you acquire from your preparation creates your plan! Part of our planning is in your role play. Then, our practice is when we put our plan into play with our patients.**

### Benefits:

1. You have a game plan
2. Patient perception-we look more professional
3. Increased incentives
4. Increased patient retention
5. More consistency, individually and as a team.
6. Full schedule
7. Job security

**This is how you buy back your time.  
Work smarter, not harder.**