

## DENTAL SCHEDULING

**OPS.080**

Approved By:	Management Team	Adopted Date:	8/23/02
Distribution:	All Dental Staff	Revision Date(s):	10/20/2015, 3/15/16

### Purpose

The following shall constitute the standards for scheduling for the dental department.

### Policy

#### Hours of Work

1. The dental work day is 8 hours with a 1-hour lunch break. Work hours will generally be from 8am-5pm Monday through Friday. Saturday appointments available depending on provider availability.
2. The first appointment will be scheduled no later than 30 minutes after the start of the work day.
3. The last appointment will be scheduled no earlier than 45 minutes before the start of the lunch hour or end of the work day.

#### Appointments

1. Appointment schedules will be maintained on the current practice management system.
2. Scheduling templates will be maintained by dentist and by room.
3. Appointments will be scheduled in 1 hour increments. It is the responsibility of the dentist to notify reception staff of time required for follow-up appointments to established patients. In the absence of such notification, the following guidelines will be followed:

ROOM 1 Appointment Types	Room 2 Appointment Types
<b>Intermediate Treatment (TMT2)</b> <ul style="list-style-type: none"><li>• 60 minutes</li><li>• Slots at 8:00, 9:00, 10:00, 11:00, 1:00, 2:00, 3:00</li><li>• Use for: Fillings, Dentures, SRP procedures</li></ul>	<b>Preventive (PREV)</b> <ul style="list-style-type: none"><li>• 60 minute slots at 8:00, 9:00, 10:00, 11:00, 1:00, 2:00, 3:00, 4:00</li><li>• Use for: Exam, Prophys, Sealants, Denture Adjustments</li></ul> When there is a shortage of space in Room 1 but lots of space in Room 2, Simple Fillings may be scheduled in Room 2 by blocking more than one slot with approval of provider.
<b>Hygienist Appointments (SRP, Adult Prophys, Scaling)</b> <ul style="list-style-type: none"><li>• 60 minutes</li><li>• Slots at 8:00, 9:00, 10:00, 11:00, 1:00, 2:00, 3:00 last appt. at 4:00</li></ul>	
<b>Advanced Treatment Deemed by Provider</b> <ul style="list-style-type: none"><li>• 60 minutes unless otherwise noted for crowns and RCT or other complex cases.</li></ul>	

4. Longer appointments for complex procedures may be requested yet must be approved with office manager/dental director.
5. The schedule will generally be maintained for no more than 3 months in to the future.
6. Dental facilities will stop accepting new dental patients at any point when the number of available open slots is insufficient to meet the ongoing treatment needs for established patients. Whenever this happens, C.O.O, the dental director and management team will be notified.

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7. Because many patients have difficulty in accessing care due to work, school schedules or lack of transportation, we will work with the families to try and accommodate their needs. An effort will be made to minimize the potential impact of missed appointments, for example, by scheduling family members with different dentists on the same day, or by requiring that patients with multiple scheduled appointments call to confirm 24 hours in advance.
8. In general, the priority for scheduling will be as follows:
  - a. Children will receive priority
  - b. On-going treatment to established patients
  - c. Preventive care to established patients.
  - d. Patients referred from ODCHC medical clinicians who are medically compromised.
  - e. ODCHC medical patients self-referring.
  - f. New patients from outside the ODCHC system.
9. The following definitions will be used to determine patient status:
  - a. Established Patient: Any individual seen at the facility for non-emergency services within the past 3 years.
  - b. New Patient: Individuals that meet any of the following criteria:
    - i. Not previously seen at the facility (no chart).
    - ii. Not seen at the facility within past 3 years.
    - iii. Seen only for emergency treatment services.
10. All scheduled appointments will be confirmed 24 hours in advance.
11. If a patient No-shows for two appointments in a one year period they will lose the right to schedule regular appointments. These patients will only be able to schedule Stand-by appointments, we cannot guarantee that they will be seen that day and they are informed that they will have to be available to come in and wait until they are worked into the schedule. If they are not seen that day they will be scheduled another Stand-by appointment.
12. Emergency patients are scheduled on a daily basis if we are unable to treat the patient on that day they are offered a Stand-by appointment. If the treatment is beyond our scope of practice they are offered a referral to a specialist.
13. When a patient of record has lost all scheduling privileges due to excessive No-Shows they are offered a Camper Appt. They are welcome to come in any day that they are available to sit and wait but there is no guarantee that they will be seen on that day. No scheduled appointments will be made.
  1. Conditional Patients: Scheduled per providers discretion patient understands that due to our capacity's we are unable to take new patients at this time. This is an offer of dental services on a stand-by or camper status only. Patient understands that they we are unable to make regular scheduled appointments at this time and agrees to terms. Patient will be offered full appointment privileges once we are able to accept new patients – by way of opening new facilities.

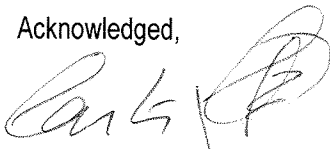
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Approved,

Cheyenne Spetzler  
Chief Operations Officer

Acknowledged,



Carter Wright, DDS