Tell your assistant exactly what you want him/her to cover with patients. Anticipate questions that the patient might ask and formulate answers. Identify which written materials will be given to patients. Determine who will place follow-up phone calls to patients, etc.

Together you can create a checklist of what is to be covered during the post-op discussion, which will help the assistant understand exactly what’s expected and put you at ease in relinquishing this responsibility.

Or better yet, give general guidelines as to how you want the job carried out and be willing to allow the staff member to complete the task according to her/his own knowledge and experience. Understandably, the staff member may take a somewhat different approach than you do to achieve the same outcome.

Encourage your staff to ask questions and be patient in answering them. Remember, they are not going to complete every task exactly the way that you would, and they may make a mistake or two along the way.

Yet with ongoing positive and constructive feedback, they will develop the skills and confidence that will enable you and your team to achieve a whole new level of success.

Molar ‘seating’ anyone?

You’re a fantastic practitioner, and when you go to dental meetings across the country you focus mostly on the educational opportunities and products that allow you to provide the very best in patient care. But how much fun are you having with your patients and staff?

Kids will enjoy sitting on this giant molar — made of durable plastic, not dentin. We found this — and many other fun products such as tooth-shaped golf tees, tooth-shaped earrings, and more — at the Museum Shop at Baltimore’s National Museum of Dentistry (www.dentalmuseum.org/shop).

Summary

This article has been aimed primarily at a one-dentist practice evolving to a two-dentist practice; however, the issues apply equally to larger group practices.

One-to-two-year associateships with the senior dentist retiring at the end of the associateship and a three-to-five-year partnership ending with the new dentist purchasing the remaining equity position of the senior dentist at the end of five years can also benefit from the insights provided in this article.

Unfortunately, nothing can guarantee a successful outcome. However, by identifying the potential pitfalls at the beginning of the relationship, chances of success can be greatly improved.

About the author

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