THE TEAM
TRAINING INSTITUTE

3-3-3 TRAINING - DENTAL ASSISTANT

Pre-Employment/First Day

- [ ] Logistics like paperwork, key, alarm, parking, locker, logins, uniform and Basic Expectations
- [ ] Office Manual, OSHA, Emergency Procedures
- [ ] Inter-office communications including text, emails, chat
- [ ] Clarity on mission statement and core values

3 Days

- [ ] Know basic dental terminology/abbreviations/charting
- [ ] Know proper sterilization protocol
- [ ] Knowledge of location of supplies and materials and equipment
- [ ] Understands start of day procedures-turn on computers, compressor, lights
- [ ] Understands end of day procedures

3 Weeks

- [ ] Understands procedure set ups
- [ ] Instrument recognition
- [ ] Competency in dental terminology/abbreviations/charting
- [ ] Thorough knowledge of PMS - can complete appointments, schedule appointments, treatment plan
- [ ] Proficient with x-rays/panoramic/CBCT
- [ ] Proficient with Intraoral camera
- [ ] Proficient with digital scans
- [ ] Proficient with room and procedure set ups
- [ ] Proficient with entering clinical notes
- [ ] Proficient with post-op instructions
- [ ] Proficient with x-ray AI

3 Months

- [ ] Can perform maintenance procedures
- [ ] Proficient with impressions
- [ ] Proficient with pouring up models
- [ ] Proficient with cord packing
- [ ] Proficient with fabricating temporaries
- [ ] Common prescription knowledge - call-in or print Rx accurately
- [ ] Understands all restorative procedures
- [ ] Competency in 4 handed dentistry
- [ ] Move into PRIZM system

THE TEAM
TRAINING INSTITUTE

3-3-3 TRAINING - BUSINESS TEAM

Pre-Employment/First Day

- [ ] Logistics like paperwork, key, alarm, parking, locker, logins, uniform and Basic Expectations
- [ ] Office Manual, OSHA, Emergency Procedures
- [ ] Inter-office communications including text, emails, chat
- [ ] Clarity on mission statement and core values
- [ ]

3 Days

- [ ] Be able to log into Practice Management Software (PMS)
- [ ] Know how to answer phones and convert calls into appointments
- [ ] Open the front office - turn on music and/or TV
- [ ] Access office email
- [ ] Know confirmation system - email/text
- [ ] Check in patients
- [ ] Be able to add notes to appointment
- [ ] Greet patients
- [ ] Know how to use the copier/fax/scanner
- [ ] Enter new patients into PMS
- [ ] Schedule/move/cancel appointments
- [ ]

3 Weeks

- [ ] *7 R's of Explosive Hygiene* completed on the TTI Member Site and using ASAP and Recare lists
- [ ] Be sufficient with PMS
- [ ] Check out patients
- [ ] Take and enter patient payments and allocate correctly
- [ ] Be able to refer to specialists
- [ ] Ask for reviews - send links
- [ ] Be able to email and upload x-rays
- [ ] Run end of day report
- [ ] Demonstrates core values and mission statement
- [ ]

THE TEAM
TRAINING INSTITUTE

3-3-3 TRAINING - BUSINESS TEAM

3 Months

- [ ] Get insurance breakdowns
- [ ] Enter insurance breakdowns into PMS
- [ ] Send pre-authorizations
- [ ] Prepare and present treatment plans
- [ ] Process finance and credit applications
- [ ] Send insurance claims with needed attachments
- [ ] Transfer credit balances between family members
- [ ] Enter recurring payments
- [ ] Void credit card payments
- [ ] Know the patient refund process
- [ ] Know what insurance plans the office is in-network with
- [ ] Be familiar with fee schedules
- [ ] Be able to send patient bill or link to pay
- [ ] Be able to enter debit/credit card adjustments
- [ ] Work rejected/unpaid claims
- [ ]
- [ ]

THE TEAM
TRAINING INSTITUTE

3-3-3 TRAINING - HYGIENIST

Pre-Employment/First Day

- [ ] Logistics like paperwork, key, alarm, parking, locker, logins, uniform and Basic Expectations
- [ ] Office Manual, OSHA, Emergency Procedures
- [ ] Inter-office communications including text, emails, chat
- [ ] Production based compensation implemented
- [ ] *Hygiene Explosion* Modules 1-5 completed on the Team Training Institute (TTI) Member Site
- [ ] Observed current hygienist to learn verbal skills
- [ ] Clarity on mission statement and core values
- [ ]

3 Days

- [ ] Set goal for acceptance on fluoride, sealants, and root protection
- [ ] Mentor assigned to shadow (assistant or RDH)
- [ ] Begin tracking using Day Sheet and PBC Tracker
- [ ] Started pre-scheduling all patients for Recare appointments
- [ ] Working knowledge of PMS-navigation, note templates etc.
- [ ] Complete appointments
- [ ] Be able to treatment plan
- [ ] Preschedules most appointments
- [ ] Put in clinical notes for all patients
- [ ] Be able to take x-rays without assistance
- [ ] Can administer Nitrous-Oxide
- [ ] Understand Membership Plan (if applicable)
- [ ]

3 Weeks

- [ ] Following practice protocol for x-rays
- [ ] Competency with AI (if applicable)
- [ ] Started using Risk Assessment Brochure
- [ ] Working to improve FL acceptance percentage
- [ ] Has same day sealant system down and implementing when possible
- [ ] Has same day root protection system down and implementing when possible
- [ ] Has same day Curodont Repair system down, and implementing (if applicable)
- [ ] Achieved 85% or higher pre-scheduling rate

THE TEAM
TRAINING INSTITUTE

3-3-3 TRAINING - HYGIENIST

3 Weeks

- [ ] Knows downtime priorities
- [ ] Has check in with Hygiene Team Lead/Office Manager to assess progress
- [ ] Competency with intra oral camera
- [ ] Competency with digital health scan
- [ ] Schedule a 1:1 meeting with Hygiene Coach to role-play
- [ ] Be able to print Rx
- [ ] Understand products dispensed in the office
- [ ]

3 Months

- [ ] *Perio Explosion* training completed
- [ ] Implement perio classification worksheet to assess hygiene patients
- [ ] *9 Steps to Case Acceptance* training completed on the TTI Member Site
- [ ] *How to Streamline the Exam Process* training completed on the TTI Member Site
- [ ] Has implemented screenings on every patient with the cavity detecting laser (if applicable)
- [ ] Using intra-oral camera to maximize role as Patient Treatment Advocate
- [ ] Continued mastery of preventive services, and actively seeing progress on acceptance
- [ ] Submitted Trackers on a regular basis to team leaders and Hygiene Coach (if applicable)
- [ ] Achieved 90% pre-scheduling rate
- [ ] Check in with Team Lead/Office Manager to assess progress
- [ ] Proficient with laser
- [ ] Able to provide local anesthesia for restorative team
- [ ]