

“Managing Time on a Daily Basis”

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Time vs Money: *Money can be remade; time once spent, is gone, and can't be recaptured*

1. Time Issues: The #1 Complaint in Dentistry

- Being seen late for a scheduled appointment
- Not informing patient/parent of time delay
- Not being given the opportunity to reschedule
- Time & Verbal Skills

2. 24 hours each day (Personal feelings, beliefs, emotions, actions, and reactions to TIME)

- How do you personally deal with time?

- What good habits do you have about time management?

- What bad habits keep you from using time wisely?

- What do you wish you had more time for both at work and at home? (Cross-training, work projects, exercise, healthier lifestyle, take on a new hobby or interest, etc.)

3. The Priority Matrix

Do First – People & Preparations

Do Next – Procedures & Protocols

Do Later – Projects & Planning

Don't Do – Time Wasters

4. How to Utilize Wait Time

- Provide customer service
- Stay engaged with the patient/parent
- Don't suggest you are waiting on the doctor
- Be realistic about time needed for specific procedures

5. Time Management Goals

- Efficiency Goals:

- Effectiveness Goals:

- Productivity Goals:

6. Scheduling for Success

- Creating a Balanced Work-schedule
- Understanding Primetime Appointments
- Scheduling "like things at like times"
- Scheduling for increased production
- Scheduling Verbal Skills

7. Team Communication & Invested Time

8. Shared goals, core values, & beliefs
9. Morning huddle
10. Closing day remarks
11. Periodic team meetings
12. Committee meetings
13. Quarterly team events for fun and shared camaraderie
14. Yearly reviews (not tied in with financial increases)
15. Yearly team retreat/planning meeting

Yearly Retreat/Planning Meeting

1. Review of Past Year/Current Status

- a. What's working well?
 - Increase of positive Yelp/Google reviews
 - Highly-skilled team all rowing in the same direction
 - More patient/parent referrals
 - Solid, reputable practice image/branding
- b. What needs to be changed/improved?
 - Scheduling grids to allow for growth
 - Better utilization of individual team member's talents/role
 - Marketing/promotion of new product, services, etc.
 - Monitor wait time
 - Increase patient/parent communications; treatment progress, patient praise, parent interactions, diffuse any negative situations
 - Fine-tune solid payment arrangements
 - Less overdue accounts; eliminate collection process

2. Goals for 2020/2021:

1. Production
2. More quality NP's
3. Enhanced verbal skills – pre-sell and closing
4. Consistent follow-up with pending patients
5. More education about practice services
- a. Conversion
 1. NPC/TC; consistent follow-up
- b. Collections
 1. Staying current w/realistic yet flexible payment plans
 2. In-office Financing; ideally 85% auto-withdrawal, 10% pay in full, 5% coupons/cash
 3. Insurance auto billing, assignment of benefits
- c. Efficiency
- d. Staffing/Team Training/Cross-training (list 12 things that need to be listed as cross-training topics for the next 12 months)
- e. Outside Educational Opportunities/CE
- f. Retreats/Team Building
- g. Marketing Calendar
 1. Internal Marketing
 2. External Marketing
- h. Patient/Parent Referrals
 1. Tracking & Acknowledgement
 2. Referral gifts
 3. Asking for Yelp/Google reviews

Time Management Planning Skills

1. Find a good management system
2. Set Goals
3. Audit your time for 7 straight days
4. Spend your morning doing your MITs (Most Important Tasks)
5. Follow the 80/20 Rule (tracking & analysis); 20% effort for 80% results
6. Instill keystone habits into your life
7. Schedule email response time
8. Eliminate bad habits
9. Take frequent breaks when working
10. Make to do lists in the evening for the next day
11. Find inspiration when you have a lackluster day
12. Get a mentor who can guide you
13. Turn off Social Media app alerts
14. Declutter and Organize (when you lose focus, you lose time)

TIME is the most valuable thing on earth.

More valuable than money will ever be

When you spend money, you can always get more of it

When you spend TIME, you can NEVER get it back

You know how much money you have at all times

You have no idea how much TIME you have...

therefore, you must spend it very wisely

You must avoid people who don't appreciate your TIME...

or who take it for granted

You must stay away from people who waste your TIME...

as that is the most offensive thing one can do

TIME should always be spent doing things you enjoy

**and things that make you happiest! Anytime you feel miserable ~ change something and
change it quickly while you have the TIME, before your TIME runs out.**