

New Hire Guidelines

Uniform Guidelines

Because our staff is the best reflection of our office it is important that everyone look professional and presentable for each shift. The dress code is as follows:

Front Office: Business attire (slacks/skirt, blouse/dress shirt, flats/heels) with a solid BLACK blazer. No jeans and no tennis shoes. Person should be showered and well groomed, no chipped nail polish, no visible tattoos with appropriate facial jewelry. No heavy perfume and appropriate deodorant. Professional looking makeup and hair style.

Back Office: Solid black scrubs with solid black or white tennis shoes. Person should be showered and well groomed, no chipped nail polish, no visible tattoos with appropriate facial jewelry. No dangly jewelry. No heavy perfume and appropriate deodorant. Professional looking make up. Hair should be UP/tied back and off the face with a bandana or hanker chief (see photo below).



All team members should appreciate the importance of having a happy face and a smile! This is the most important part of your uniform! 😊

Failure to adhere to the above mentioned dress code is against Green Apple Dental policy and will be grounds for dismissal.

First Week Schedule

| Mon. | Tues. | Wed. | Thurs. | Fri. | Sat. |
|------|-------|------|--------|------|------|
| | | | | | |

*Tardiness or missed shifts are ground for dismissal. If you are unable to report to work, please contact the office manager at least 30 minutes prior to your shift.

Guidelines for talking to patients:



1. Most importantly when speaking with a patient please make sure to use polite & professional words for example: Sir, Ma'am, with my pleasure, and thank you.
2. All clinical questions should be directed to the doctor by saying: *"That sounds like an excellent question for the doctor. I will let the doctor know that you have a question and they would be more than happy to go over that with you."*
3. Please learn and use the scripts provided by Green Apple Dental whenever appropriate.

Bringing a patient back:

Hello, my name is _____, I will be assisting Dr. _____ today.

Offering the hand treatment:

We offer a complimentary paraffin hand treatment, would you like to try it today?

Seating a patient:

Would you like to listen to headset with an Ipod shuffle today? Would you like any aromatherapy for your temples?

Checking out a patient (Before asking these questions please make sure to get the check out tray first):

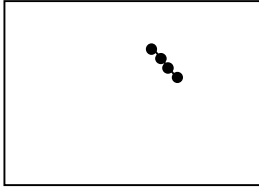
Would you like a warm towel for your hands and face? Would you like any lip moisturizer? Would you like a mint?

| Dental Supply Name | Usage Location | Restocking Location |
|----------------------------|----------------|---------------------|
| PT Bib | | |
| Suction tips (high/Saliva) | | |
| Composite | | |
| Fuji Cement | | |
| Duralon | | |
| Vitrebond | | |
| IRM | | |
| Viscostat | | |
| Bond | | |
| RCT Supplies | | |
| IV sedation supplies | | |
| Septocaine | | |
| Mepivacaine | | |
| Lidocaine | | |
| Marcaine | | |
| Extra burs | | |
| Crown Remover | | |
| Aspirating Syringe | | |
| Pano Film | | |
| Standard Film | | |
| Alginate | | |
| Crown Forms | | |
| Denture Soft reline | | |
| Ligajet (and needles) | | |
| Polishing discs | | |

Things to do During Down-time

1. Field day
2. Stock operatories, x-ray room, central, sterilization room
3. Clean employee lounge (wipe off table, clean refrigerator and microwave, organize, etc...)
4. Sterilize 4x4's (4 per pack)
5. Make post op bags
6. Make goody bags for after prophylaxis
7. Hole-punch x-ray mounts, put bite tabs on film
8. Empty shred garbage cans, recycle batteries from battery bowl, recycle light bulbs, and empty recycling from front
9. Thoroughly clean black boxes that hold traps in all ops
10. Punch dental dams

Crns/Restorative



RCT

