TREATMENT EFFICIENCY
Reducing Emergencies and Finishing Treatment on Time

AMERICAN ASSOCIATION OF ORTHODONTISTS
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Evaluate your systems
- Run Reports
  - Emergency tracking
    - By procedure
    - Monthly/yearly totals
  - Number of procedures during treatment
  - Patients beyond ECD

Accurate data
- Proper coding
  - Consistent
  - Change in procedure
  - Additional procedures
- Number of emergencies
- Breakage at appointment
- By procedure code
- Goal
  - 5% or less

Run Reports
- Emergency tracking
  - By procedure
  - Monthly/yearly totals

EXCELLENT TREATMENT

Office Metrics
- Final occlusion
- Treatment time
- Financial goals

Patient Metrics
- Seen on time
- Convenient location
- Friendly employees
- Communication
- Treatment completed on time
- Convenient office hours
- Few emergencies
Codes
- Scheduling Codes
  - Emergency long
  - Emergency short
- Clinical codes
  - AW poke
  - Herbst
  - Forsus
  - Loose/broken appliance
  - Broken bracket
  - Misc
  - Repair inside regular appt.

Tracking System
- Office
- Assistant
- Loose bracket/band
- Which tooth
- Which bracket
- Adhesive on
- Date/type of bond
- Wire poke

Patients beyond ECD
- 5% or less of Patients Seen
- Monthly Report
  - Accurate information/input
  - Confirm Correct Date

Efficient treatment
- Number of months in treatment
- Number of visits in treatment
- Number of emergency visits in treatment

Training new team members
- Training System
- Trained Trainer
- Accurate Job Description
- Goals
- Time frame

Emergency tracking
- Number of emergencies
- By procedure code
- Goal
  - 5% or less

Solutions:
- Triage
- Tracking system
- Clinical training
  - Bonding protocol

Number of procedures during treatment
- Meet financial goals
- Free up schedule

Solutions:
- Treatment Plans
  - Efficient appointments
- Bracket Options
  - Self ligating?
- Decrease Emergencies
  - Emergency tracking
  - Bonding protocol
- Bonding Options
  - Indirect bonding
  - Computerized treatment planning

Patients beyond ECD
- 5% or less
- Meet financial goals
- Free up schedule

Solutions:
- Confirm Correct Date
- Breakage
- Non Compliance
- Financial Concerns
- Adjust ECD for missed treatment time
- Address at the morning huddle
- Schedule a progress consult
- Charge for additional time in treatment
- Discontinue treatment
EXCEED PATIENT EXPECTATIONS!!!

Andrea Cook’s in-office, hands on training motivates and energizes orthodontic clinical teams. She bases training systems on practical knowledge gained through 20 years chairside experience. She works as a clinical consultant and trainer for premier orthodontic offices across the country.

Since effectively training clinical team members is a critical portion to the advancement of clinical productivity and profitability Andrea works with teams to increase efficiency, improve communication and guides the office to a new level of excellence.

Her years of experience include working in single, double, and multi doctor practices. She has extensive experience as clinical coordinator for a multi doctor practice seeing over 120 patients per day. Andrea’s experience allows her to understand and address the concerns of the clinical team.

Andrea can help you with:

- Sterilization review, design and implementation
- Basic and advanced chairside duties
- Clinical training system and manual
- Indirect bonding
- Clinical coordinator
- Verbal skills to encourage compliance
- Reduction of emergency visits
- Personalized clinical manual
- Inventory control
- Instrument set ups and organization in the operatory
- Implementation of your treatment plans
- Reduction of patients beyond estimated completion date

Sign up for my clinical newsletter at andreacookconsulting.com