

NEW
**DOCTOR'S
GUIDEBOOK**

Dr. Charity



CANANDAIGUA | NAPLES | HENRIETTA | PALMYRA

*Empowering a dedicated team to promote healthy lifestyles in our communities.
We are changing the way people feel about going to the dentist.*

Welcome to the Team!



We are so excited to have you!

Dr. Charity,

Our mission is to onboard you seamlessly and effectively ideally in your first 90 days.

It is our strong desire to help you feel acclimated as soon as possible. We want to help you feel supported and part of OUR team, while helping you maintain accountability to the values of Finger Lakes Dental Care.

Your first 90 days is broken up into 3 phases:

- Phase 1:** Before your 1st day
- Phase 2:** First 20 days in office (On-boarding)
- Phase 3:** Up until 90 days

Please review the sections for each phase to have clarity on what is expected of you for the first 90 days.

Jason Tanoony
DMD, FAGD

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Vision and Purpose

A sustainable organization that changes the way people feel about going to the dentist, that changes the lives of the communities we serve and that changes the livelihood of the team members and their families who partner with us.

But what does that really mean

Sustainable organization.

Our primary goal is not to maximize profits but we do realize in order to accomplish our greater purpose and vision we need to become a financially healthy organization. Our vision is that Finger Lakes Dental Care becomes a successful business for generations to come.

Changes the way people feel about going to the dentist. We will change the entire way patients perceive going to the dentist.

From the first contact with our office patients will realize our compassion and transparency. We will always choose to listen first, fully trying to comprehend the patients needs, wants and desires. We promise to listen to your concerns, without judgement, in an effort to exceed your expectations. We will be as accommodating as possible making the dental experience more comfortable, more affordable and more enjoyable than patients ever thought imaginable, far exceeding their expectations. We will make it next to impossible for patients not to become raving fans and want to refer their friends and families to experience our process.

Changes the lives of the Communities we serve.

We will strive to make our community a better place. We will do this through donations of time, money and supplies to those in need. We will do this through education and service where needed. We will leverage our resources to make our community healthier and happier. When a local organization or family is in need, they will automatically think to reach out to Finger Lakes Dental Care for help based on our history of service.

Changes the livelihood of our team members and their families that partner with us. We will create a workplace where our team loves coming to work.

They will feel their career has purpose. What they do on a daily basis really matters both to the patients we serve and to the fulfillment of the overall purpose and vision of Finger Lakes Dental Care. They will be compensated well and have the opportunities to grow and learn both professionally and personally. We will create a "work family" that our team will be proud of and that will be the envy of others in our profession.

WHO Can Patients Confidently Trust?

CORE VALUES



WHEN IN DOUBT, DO THE RIGHT THING

When we make a mistake we will make it right, no matter what the consequence. We will always do what's in the best interest of the patient. We will always do what's in the best interest of our team as a whole vs one individual.

HUMILITY

We will readily admit when we are wrong. We will own our mistakes and shortcomings. We will laugh at ourselves, realizing that no one is perfect. We will strive to be modest with each other and not boast or brag.

ORGANIZED & EFFICIENT

We will perform our responsibilities on time and correctly. We will multitask when needed. We will ask for training and further education if we feel we cannot continually be organized and efficient in our role. We will not forget parts of our job and suggest we don't have enough time to accomplish our job duties.

CUSTOMER SERVICE

We will treat people with kindness, dignity, courtesy, sincerity and respect. We will intently listen to our patients and deliver upon what we say we will do. We will happily treat every patient interaction and concern with efficiency, knowledge and fairness. We will be as accomodating as possible. We will not practice customer service like the typical medical/dental office. We will exceed expectations doing everything we can to help. We all realize we are in business to serve.

PROFESSIONAL EXCELLENCE

We will strive for continual professional and personal improvement. We will give our best every day. We will never stop learning, never stop trying to improve on every level. We will make strides to constantly improve ourselves and our ability to serve our patients. We will try and make people around us better.

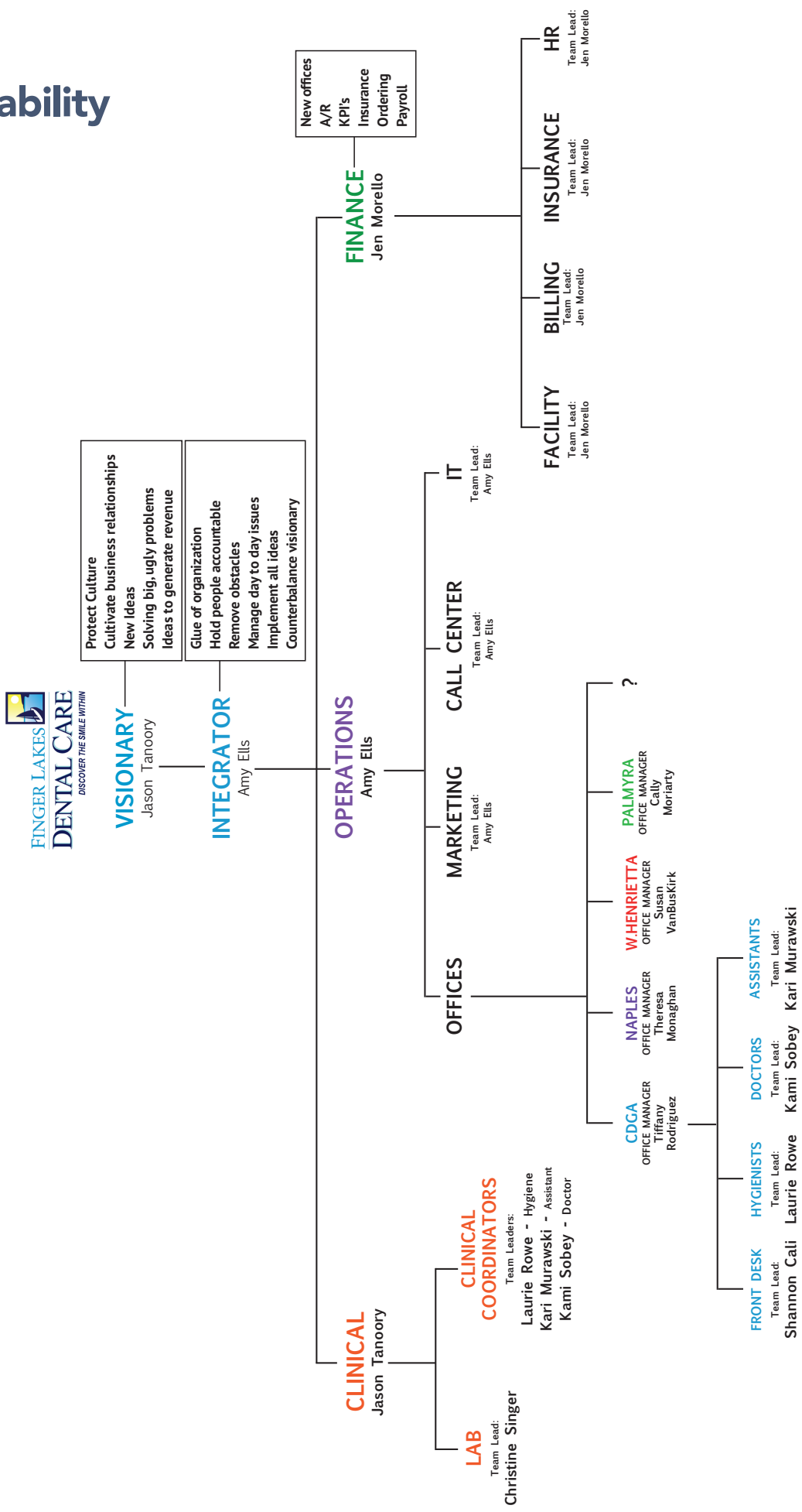
COMPASSION

We will truly be concerned about the well-being of our team members and our patients, always showing them respect. We will listen intently when someone confides in us. We will be sensitive and concerned for others feelings. We will show empathy with everyone if they have struggles like high anxiety, lack of money and/or lack of perceived need for treatment. We will always listen first. We will constantly try to put ourselves in the others person's shoes, trying to see the situation from their perspective.

TEAM PLAYER

We will always strive to be positive, dependable, helpful and make ourselves available to others. We will look past our personal position for the betterment of the team. We will seek out others to help when able. We will readily accept offered help when it will benefit the office as a whole. We will strive to be the type of person the rest of our team wants to be around. We will be as reliable and dependable as possible with missing time from work. We will be someone that can routinely be counted on to do not only our job but to help accomplish the jobs of others. We encourage team members to take the initiative to solve problems as they arise.

FLDC Accountability Chart



Finger Lakes Dental Care Doctor Expectations

1. Realize you are a doctor and you have all the responsibility, independent of if you welcome it or not, that comes with a position of authority and influence.
2. Serve our patients at the highest level possible. Compassion and empathy should be at the forefront in your communication with patients. Continue to constantly improve your clinical skillset and your ability to treatment plan. Never plateau or become complacent.
3. Be a leader in the office. Fully embrace our Core Values. Realize that the team looks to you as an authority, a leader and a teacher. Serve the team you work with constantly trying to make them better.
4. Own everything! Realize that you alone are 100% responsible for your patient. Everything that goes perfect, everything that fails, and everything in between is 100% your responsibility.
5. Embrace technology in all realms of the business from team and patient education and communication to the ability to provide a superior clinical service.
6. Seek the mentorship and fellowship that comes with a group practice.

In order to meet the expectations listed above we ask our associate doctors to live and breath the following:

Leadership

- Lead by example
- Trust is a gift which is earned
- Passion to serve others better
- Seek out guidance for professional development via continuing education to pursue at least once a year, but preferably quarterly
- Meet with team lead at least once a quarter to evaluate progress

Clinical Care

- Provide the best clinical care you can, refer to the FLDC Calibration Manual for guidance
- Do it right the first time. If not, admit your shortcomings and fix it. (i.e. if open contact, take the time to fix it.)

Finger Lakes Dental Care Doctor Expectations

Treatment Planning

- Realize that treatment planning is more art than science. Treatment planning is not just making a list. We must always take the time to learn the patient's expectations, priorities, needs, wants and budget before formalizing a treatment plan.
- Create and support a collaborative treatment plan philosophy that is consistent with the company mission and values.
- Treatment plan based on your current level of knowledge, expertise and experience realizing that your plans will evolve as your education and experiences evolves. Create mentoring and collaborative opportunities with other doctors in FLDC.
- If ideal treatment plans are outside of your current comfort zone, consider referral to more experienced providers within the group. Patients would much rather be referred internally between FLDC dentists for ideal treatment than have compromised treatment performed.

This collaborative treatment is also a great opportunity for the less experienced providers to learn new clinical skills if desired. Our organizational goal is to teach all providers any clinical skills they wish to learn, assuming we are positioned to teach these skills. (Implants, orthodontics, 3rd molar surgery, complex rehabilitative care...)

- Create and execute treatment plans that you would recommend for your own family.
- Provide the best treatment plan possible irrespective of patient's appearance, demographic, gender, financial status, etc. **DO NOT DISCRIMINATE or COMPROMISE.**
- Never contradict or change a treatment plan of another FLDC doctor with a patient. If you do not agree with the treatment plan, respect and support the opinion of that doctor and refer the treatment to that doctor. If that doctor is no longer with FLDC, refer that patient to the team/office lead for evaluation.
- Never feel that you need to present a formal treatment plan the first time you meet a patient. If you are unsure, if the case is complex or if you simply want the opinion of others in the group, explain to the patient that you need time to develop the best plan possible for them. Explain to them you would like time to study their case, to learn it inside and out and develop a plan and options for them. Set up a secondary consultation for the patient.

Finger Lakes Dental Care Doctor Expectations

Patient Communication

- Realize that patient's reactions and attitudes are largely driven by fear. Go out of your way to ease their fears. Be compassionate.
- Assume that any patient in your chair is VIP and treat them as such.
- Make each patient feel special, as if they were the only patient in your schedule.
- Follow up and be proactive! Make phone calls to check on patients after treatment, write handwritten letters to patients with outstanding treatment.
- Always be personable; talk directly to patients and make eye contact.
- Protect the patient's confidentiality, autonomy and privacy.
- Show empathy and compassion for the patient. Truly listen to their concerns and wants, make no assumptions.

Character/Core Values

- Continue and desire to improve every day.
- Believe that to serve others is to serve one's self.
- Show humility. Readily admit your mistakes and shortcomings.
- Practice in alignment with the current philosophies and Core Values of FLDC.
- Take responsibility and use your best judgment. If unsure...ask.
- Own your schedule. You bear responsibility to fill your schedule - be proactive: effective hygiene exams, building relationships, make follow up phone calls, write letters, etc.
- Accountability to one's personal performance. "Look inward rather than outward" to improving one's current outcome. Have 100% ownership of everything.
- Commitment to growth & improvement in both personal and professional goals. Consistent effort to getting better every day.
- Do not make disparaging remarks of dental work done in other offices. There is no benefit whatsoever to doing so.

Google



When I first became a patient here at Finger Lakes Dental I had the worst anxiety and fear of the dentist that I would cry. With the help of Dr. Cate and Renee going to the dentist is much easier. This from a person whose last experience was with a dentist that screamed at me the entire duration of getting a filling. I never thought that would be possible. I avoided the dentist for many years. The whole team there really cares and is understanding. I will never seek dental care anywhere else. I am eternally grateful for Finger Lakes Dental. I recommend them to anyone and everyone.

~Pam Hendrick

Finger Lakes Dental Care Doctor Expectations

Team

- Seek mentoring and fellowship from other doctors in our group.
- Doctors must have flexibility to work and train new team members of all skill levels, realizing that as we grow the opportunities to engage with many new team members is expected and very likely.
- Participate in weekly doctor meetings, expect to have some “homework” from meetings.
- Participate in scheduled treatment planning/calibration sessions with peers in the group.
- Participation in quarterly meetings is mandatory.
- Treat team members with respect and compassion.
- Praise publicly and be critical privately.
- Never speak ill of or degrade our organization or any doctor/team member within our organization.
- Praise your team of assistants, hygienists and front desk members to patients. YOU DON'T WORK ALONE!
- Always treat your co-workers with respect. Realize that all office staff work equally hard to do right by our patients and each other.
- Turn your cell phone off and get off social media or other distractions from your personal life during your scheduled working hours. If you have time and are all caught up on your daily tasks; GO HELP SOMEONE, GO TEACH SOMEONE, GO PRAISE SOMEONE.
- Each doctor is expected to volunteer for 2 Saturdays per calendar year to provide dental care benefits for the team and their families.
- Engaging in improper relationships with staff or patients in the practice inside or outside of the company operations is strictly prohibited.
- Sexual harassment or creating a hostile work environment WILL NOT be tolerated and will result in immediate termination.
- Report any issues to your team lead & office manager with suggested solutions in a timely manner.



I need to give another shout out to all of the amazing staff at Finger Lakes Dental. I used to dread going to the dentist and now I look forward to seeing everyone there. I had to have some major dental work done and the staff is so caring and strive to meet your individual needs. Dr. Kami is incredibly sweet with an infectious laugh, Bristol has a great sense of humor and always makes me laugh, and Christine is my patient miracle worker with dentures! And that's only a few of the friendly, yet professional, people you can meet at the Canandaigua office.

Thank you all for everything you do!
~Robyn Owen Frasca

Finger Lakes Dental Care Associate Doctor Onboarding and Audit System

Please realize that it is the new Doctors responsibility to observe, learn and adapt to the culture and philosophies of the Finger Lakes Dental Care organization and specifically to any new office that he or she may be joining. This Finger Lakes Dental Care onboarding and audit system is designed to fast track you, and bring 100% clarity to that process.

Onboarding, with few exceptions, occurs over 20 clinical days. Our hope is that after 20 intense days at the Canandaigua and Naples offices working with both Dr. Kami and Dr. Jason, you will be best prepared for working independently.

Lets get into the details of what is expected for each of the 3 phases of your first 90 days

Onboarding consists of 3 phases:

- Phase 1** Before the official start date
- Phase 2** First 20 days (onboarding)
- Phase 3** Remaining 90 days (minimum of 50 clinical days) probationary period

Daniel R Nesbitt Sr.  recommends Finger Lakes Dental Care.

Great Place! These people make you feel at home as soon as you walk in the door. I have seen different assistants everytime I walk in the door and Docter Cate is amazing at her job. She makes me feel so comfortable everytime I see her. I had problems with my teeth for a long time and seeing Cate a couple of times have been amazing! I can't believe how fast my problems are going away. Doctor Cate and her assistants are wonderful people.



Thank you for the amazing service,
~Daniel R Nesbitt Sr.



PHASE 1

What needs to happen before my first official day?

Ideally the list below happens in the weeks leading to your first official day in the office:

Discussed and Signed off by:

- Stay in constant communication with Dr. Kami, Dr. Jason, Jen and Amy making sure all questions and concerns are answered. *(Jason, Kami, Amy, Jen)* _____
- Do travel arrangements and accommodations need to be considered? *(Jason)* _____
- Have crystal clear clarity on days onboarding will occur *(Jason, Kami, Amy)* _____
 - Daily Schedule:
 - Monday (Cdga) 6:45 - 4:00
 - Tuesdays: (Naples) 7:15 - 4:00
 - Wednesdays (Cdga) 6:45 - 4:00
 - Thursdays (Naples) 7:15 - 4:00
 - Fridays (Cdga) 6:45 - 2:00
- Have signed contract in place. *(Amy)* _____
- Review all licensing, insurance and accreditations. *(Jen)* _____
- Review Associate FAQ document. See pgs 36-39 *(Jason, Kami)* _____
- Review Associate Doctor Expectations and accountabilities document. See pgs 4-7 *(Jason, Kami)* _____
- Confirm you have magnification and light source. *(Jason, Kami)* _____
- Start to review FLDC Calibration manual on Slack Calibration channel. *(Jason, Kami)* _____
- Always ask questions if something is not crystal clear. *(Jason, Kami, Amy, Jen)* _____
- Have you meet with Kami and/or Jason regarding Phase 1 completion? *(Jason, Kami)* _____

PHASE 1

What needs to happen before my first official day?

Ideally the list below happens in the weeks leading to your first official day in the office:

- | | | |
|--------------------------|---|------------------------------------|
| <input type="checkbox"/> | Read <i>Raving Fans</i> | Discussed and Signed off by: _____ |
| <input type="checkbox"/> | Read <i>What the Heck is EOS</i> | _____ |
| <input type="checkbox"/> | "Tour with Jen" | _____ |
| <input type="checkbox"/> | Watch Onboarding videos | _____ |
| | <input type="checkbox"/> Slack tutorials | |
| | <input type="checkbox"/> Open Dental videos | |
| | <input type="checkbox"/> Watch FLDC introduction video on "where it all began" (<i>Jason or Kami</i>) | _____ |
| <input type="checkbox"/> | Communicate "Must Have" supplies to Jason and Kami | _____ |
| <input type="checkbox"/> | Order uniform shirts (<i>Amy</i>) | _____ |

-Notes-



Starting in the Office

Phase 2, Part 1. Ideally the list below is accomplished within the **first 5 clinical days** of the onboarding process:

New hires will spend this valuable time shadowing other doctors and team members in the office. The new doctor will observe how all departments at Finger Lakes Dental Care work, including the front desk, the call center, observe dental assistants, and hygiene team. The new doctor needs to understand the **FLDC way** for new patient exams and hygiene exams so please be as observant as possible. Treatment philosophies outlined in the calibration document will be observed and discussed.

Please remember to bring this Guidebook to all 1-on-1 meetings and reviews during your first 90 days.

Discussed and
Signed off by:

- Receive password information for computers, Dental Intel, Open Dental, and SLACK. *(Amy)* _____
- Start DOSE SPOT account process *(Amy)* _____
- Review and Understand FLDC vision, purpose, goals, core values and accountability chart *(Jason or Kami)* _____
- Continue to watch Open Dental tutorials, familiarize yourself with Open Dental and Apteryx/Xrays *(Amy)* _____
- Continue to watch SLACK tutorials *(Amy)* _____
- Understand how scheduling works (colors/times) *(Amy)* _____



Starting in the Office

Discussed and
Signed off by:

- MEET PEOPLE! Review Team Bios on SLACK, #Teambio (Amy) _____

- Meet with Front Desk team lead to understand department flow. (Shannon) _____
 - Schedule and spend 30-60 minutes with front desk team lead (Shannon) _____
 - Shadow Treatment Coordinator (30-60 minutes) (Shannon) _____
 - Shadow Greetings Coordinator (30-60 minutes) (Shannon) _____
 - Shadow Naples OM (30-60 minutes) (Theresa) _____

- Meet with Assistant team lead to understand assistant flow (Kari) _____
 - Schedule and spend half day with assistant team lead _____
 - Shadow seating a patient with assistant _____
 - Shadow & observe a patient exam from beginning to end _____
 - Observe a hand off from assistant to doctor _____
 - Observe hand off from assistant to treatment coordinator _____
 - Shadow hand off from assistant to walk out only (no treatment coordination required) _____
 - Spend 45 min. shadowing sterilization technician _____

- Meet with Hygiene team lead to understand hygiene flow (Laurie) _____
 - Schedule and spend half day with hygiene team lead _____
 - Observe fluoride treatment presentation _____
 - Shadow/observe new patient exam from start to finish _____
 - Shadow exam from each doctor and hygiene _____
 - Shadow full prophy appointment from start to finish _____
 - Shadow full prophy appointment from start to finish _____
 - Shadow full perio maintenance appointment from start to finish _____



Starting in the Office

Discussed and
Signed off by:

- Understand/Discuss Tribal Language for Case presentation *(Jason, Kami)* _____
- Continue to review Calibration Manual *(Jason, Kami)* _____
- Start to understand Morning Meeting agenda and flow *(Jason, Kami)* _____
- Review associate doctor dental supply options *(Jason, Kami)* _____
- Start observation process and be in constant communication with the team about the **FLDC Way** *(Jason, Kami)* _____
- QUIZ! *(Jason, Kami)* _____
- End of Day 1 meeting with Kami or Jason in first week *(Jason, Kami)* _____
- End of Day 2 meeting with Kami or Jason in first week *(Jason, Kami)* _____
- End of Day 3 meeting with Kami or Jason in first week *(Jason, Kami)* _____
- End of Day 4 meeting with Kami or Jason in first week *(Jason, Kami)* _____
- End of Day 5 meeting with Kami or Jason in first week *(Jason, Kami)* _____

Please expect to spend some time over lunch and/or at the end of your work day to meet with Dr Kami and/or Dr. Jason to review and reconnect on the day and discuss any topics that you are not 100% clear on.



Starting in the Office

Phase 2, Part 2. Ideally the following list below is accomplished over the **remaining 20 days** of the onboarding process:

- | | Discussed and
Signed off by: |
|--|---------------------------------|
| <input type="checkbox"/> Understand the different ways new patients get introduced to the office
<i>(Jason, Kami, Amy)</i> | _____ |
| <input type="checkbox"/> Role play/Observe a new patient experience walkthrough <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Role play/Observe a new patient experience walkthrough <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Role play/Observe a new patient experience walkthrough <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Role play new patient exams <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Role play new patient exams <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Role play new patient exams <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Watch videos of exams from calibration channel <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Understand how routers work (example on pgs 42-43)
and how to correctly fill them out <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Understand the doctor EOD checklist and how the system works <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Understand the x-ray and Periodontal Disease protocols,
from Calibration doc pages. <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Understand how we diagnose Periodontal Disease and
the treatment options <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Understand pain management protocol. <i>(Jason, Kami)</i> | _____ |
| <input type="checkbox"/> Role play handoffs with hygienists and dental assistants <i>(Laurie, Kari)</i> | _____ |
| <input type="checkbox"/> Understand how Task Manager works <i>(Amy)</i> | _____ |



Starting in the Office

Discussed and
Signed off by:

- Review and understand the failed dentistry protocols *(Jason, Kami)* _____
- Review process on how to handle an upset patient *(Jason, Kami)* _____
- Review process on if your treatment plan differs from another doctor *(Jason, Kami)* _____
- Review continuing education expectations and reimbursement *(Jason)* _____
- Review 2-2-2 follow up process *(Shannon, Theresa)* _____

Google



I love this dental group! Everyone is kind, upbeat, and welcoming The facilities are very clean and up to date. Love the complementary toothbrushes, coffee, and chapsticks. Waiting rooms are comfortable and exam rooms have televisions in the wall and ceiling. Great for the kids or those nervous about dental procedures. I have been a patient with this dental practice for over 10 years. I willingly drive 30 minutes to work with this group. Highly recommend!

~Nicole Miller



Starting in the Office

Phase 2, Part 2. Ideally the following list below is accomplished over the remaining 20 days of the onboarding process:

Discussed and
Signed off by:

- Understand FLDC lab and its roles and responsibilities *(Jason, Christine)* _____
- Understand the skill sets of the other doctors in the organization
(Jason, Kami) _____
- Understand arrangement between in house lab *(Christine)* _____
- Develop relationships with outside labs we use *(Christine)* _____
- Continue with Observation *(Jason, Kami)* _____
- Weekly 1 on 1's with Dr. Kami and/or Dr. Jason *(Jason, Kami)* _____
- Weekly 1 on 1's with Dr. Kami and/or Dr. Jason *(Jason, Kami)* _____
- Weekly 1 on 1's with Dr. Kami and/or Dr. Jason *(Jason, Kami)* _____
- Weekly 1 on 1's with Dr. Kami and/or Dr. Jason *(Jason, Kami)* _____
- Start seeing patients! *(Jason, Kami)* _____



Phase 2 Onboarding Notes

After an observation period, and as a continued part of your onboarding associate doctors will start to see their own patients. You will be scheduled out of one chair and assigned one assistant. You will see emergencies, new patient exams, basic restorative, surgical and endodontic procedures. You will perform hygiene exams and dive deeper into the **FLDC WAY**. This process will bring up more questions and you are encouraged to make sure you have daily discussions with team members to have 100% clarity.

Our leadership team will consistently be asking for critical feedback about your onboarding process so we can help you get acclimated seamlessly. We believe being radically candid in our feedback only makes everyone better.

Our leadership team will be performing follow up calls with the patients you see in an attempt to gain critical feedback about their experience. This is all in an effort to help you get acclimated to our office as quickly and seamlessly as possible and give you the feedback you need to be successful. **“We want to make sure your experience today with our new doctor was as you expected - we are dedicated to building a quality team and would appreciate your feedback”**

This will continue for your first 90 days.

Google



Super friendly and wonderful dental office! To start, I loved how I could make our appointments online and submit all the paperwork as a new patient since I had been procrastinating finding a new dentist. But when a phone call was in order, talking to Susan at the front desk was so pleasant! She went above and beyond to make sure we were covered and from our first interaction, I could tell she was extremely competent along with being so friendly. Everyone at the office with whom we interacted were very friendly and hospitable. I forgot I was at a dental office for a while. Glad we found a wonderful new dental office right in our neighborhood!

~ Brandy Xayavong




*Working Independently
but never alone!*

Ideally these items are accomplished prior to your 90 day (50 clinical day) probation period is completed.

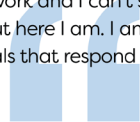
Discussed and
Signed off by:

- Seeing patients independently *(Jason, Kami)* _____
- Leading/Participating in morning huddle *(Jason, Kami)* _____
- Understand hand written letter protocol *(Jason, Kami)* _____
- Continue monthly (or weekly if needed) 1 on 1's with Dr. Kami and/or Dr. Jason *(Jason, Kami)* _____
- Month 1: Formal 1-on-1 Review *(Jason, Kami)* _____
- Month 1: Formal 1-on-1 Review *(Jason, Kami)* _____
- Month 1: Formal 1-on-1 Review *(Jason, Kami)* _____
- Continual refining and understanding of the calibration manual and all other FLDC systems Quiz *(Jason, Kami)* _____
- Formal quarterly review with Dr. Kami or Dr. Jason *(Jason, Kami)* _____

Kaylin Bertz  recommends Finger Lakes Dental Care of Henrietta.



I can honestly say that I am TERRIFIED of the dentist and have been in dental pain longer than I care to admit due to my fear. However, from my very first contact on the phone with staff they worked so hard to put me at ease. And I have to say that meeting Dr. Kara was life changing. She was so warm and compassionate and understanding. Everyone in the office has been wonderful. I've now been twice, both for a cleaning and some other work and I can't stop raving about how simple and painless it was. I never thought I would be this excited to have found a dentist but here I am. I am so thankful to have found a place that I'm comfortable enough to express my fear and have amazing professionals that respond appropriately. Thank you to Dr. Kara and the rest of the amazing team!

 ~Kaylin Bertz

Associate Doctor Auditing Process

Purpose.

The purpose of the Associate Doctor Auditing Process is to create clarity on what defines the quality of dental care that our organization is known for and is expected. Through the auditing process we can assure our team and our patients that we are delivering the highest level of care independent of the clinical provider performing the care. The purpose of this auditing process for new hires is to create an open and honest environment to facilitate both personal and professional growth and mentoring opportunities.

Treatment planning audit

15 treatment plans will be shared and discussed with Dr. Kami and/or Dr. Jason. These treatment plans can come from hygiene exams, consults/second opinions, emergency exams or comprehensive new patient exams. These treatment plans may be patients that are following through with treatment or plans where the patient has no interest in treatment. Realizing that the more data and information collected, the easier it is to present a treatment plan, please be prepared to have the following:

- Patients dental history and Chief Complaint
- Patient short and long term goals
- Clinical Photographs to support your diagnosis and treatment plan
- Relevant radiographs
- Patient restraints to ideal care (cost, fear, lack of time . . .)

You should be prepared to discuss the patient diagnosis, the patients concerns and treatment planning options. These cases can be as simple as interproximal decay or as complex as full mouth treatment needing multiple facets of dentistry to accomplish the treatment plan.

Treatment planning audit #1

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Treatment planning audit #2

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Treatment planning audit #3

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Treatment planning audit #4

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Treatment planning audit #5

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Treatment planning audit #6

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #7

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #8

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #9

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #10

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #11

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #12

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #13

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #14

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Treatment planning audit #15

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit

15 direct restorations cases need to be documented and shared with Dr. Kami and/or Dr. Jason. These can be 2, 3, 4 or 5 surface restorations but must include an interproximal component. These cases can be anterior or posterior. Please be prepared to have the following:

- Pre op radiograph
- Pre op clinical photograph
- Post op radiograph
- Post op clinical photograph

Jhenna Pacelli MacDonough  recommends Finger Lakes Dental Care.



I had to have a root canal done with a temporary crown done and they ALL took very good care of me! Dr. Maddie is awesome and very thorough as well! She made sure everything was absolutely perfect! They also have financing available for those that might not have the greatest credit scores which was awesome as well! Thank you guys for everything and making the dentist office not a scary place to go! :-)



~Jhenna Pacelli MacDonough

Google



I need to give another shout out to all of the amazing staff at Finger Lakes Dental. I used to dread going to the dentist and now I look forward to seeing everyone there. I had to have some major dental work done and the staff is so caring and strive to meet your individual needs. Dr. Kami is incredibly sweet with an infectious laugh, Bristol has a great sense of humor and always makes me laugh, and Christine is my patient miracle worker with dentures! And that's only a few of the friendly, yet professional, people you can meet at the Canandaigua office.

Thank you all for everything you do!

~Robyn Owen Frasca

Direct Restoration Audit #1

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #2

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #3

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #4

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #5

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #6

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #7

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #8

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #9

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #10

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #11

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #12

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #13

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #14

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Direct Restoration Audit #15

Patient Name: _____

Office Location:

Cdga Naples Henrietta Palmyra

Description of the Situation:

Discussed & Signed off by: _____

Impression Audit

5 PVS impressions need to be photographed, documented and/or shared with Dr. Kami and/or Dr. Jason.

5 Alginate/System 2 impressions need to be photographed, documented and/or shared with Dr. Kami and/or Dr. Jason

Impression Audit PVS #1

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit PVS #2

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit PVS #3

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit PVS #4

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit PVS #5

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit Alginate/System 2 **#1**

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit Alginate/System 2 **#2**

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit Alginate/System 2 **#3**

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit Alginate/System 2 **#4**

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Impression Audit Alginate/System 2 **#5**

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Crown Delivery Audit

5 post op bite-wing xrays and clinical photographs need to be taken and shared with Dr. Kami and/or Dr. Jason

Crown Delivery Audit #1

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Crown Delivery Audit #2

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Crown Delivery Audit #3

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Crown Delivery Audit #4

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Crown Delivery Audit #5 _____ Office Location:

Patient Name: _____

Description of the Situation:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Endodontic Therapy Audit

3 endodontic cases need to be shared with Dr. Kami and/or Dr. Jason. Please be prepared with the following:

- Pre op xrays
- Post op xrays
- Any mid treatment xrays if taken
- Diagnosis associated with the recommended treatment

Endodontic Therapy Audit #1

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Endodontic Therapy Audit #2

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Endodontic Therapy Audit #3

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Oral Surgery Audit

5 oral surgery cases need to be documented and shared with Dr. Kami and/or Dr Jason. Please be prepared with the following:

- Pre op xrays
- Diagnosis/Reason for Treatment
- Post op xrays

Oral Surgery Audit #1

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Oral Surgery Audit #2

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Oral Surgery Audit #3

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Oral Surgery Audit #4

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Oral Surgery Audit #5

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Implant Placement Audit

Any surgical Implant placement treatment plans need to be discussed with Dr. Kami and/or Dr. Jason **before** the surgery is performed. Please be prepared to have the following for this discussion:

- Pre op xrays and/or CBCT
- Surgical guide plans (if warranted)
- Clinical Photos
- Full Tx Plan

Observation for the initial surgeries may be needed and will be discussed. No implant surgery placement can occur until Dr. Kami and/or Dr. Jason have discussed the case with the associate doctor and have approved the treatment plan.

Before Implant Placement Audit

Patient Name: _____

Description of the Situation:

Office Location:

- Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

After Implant Placement Audit


Patient Name: _____

Description of the Situation:

Office Location:

- Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Ashley Christoff  recommends Finger Lakes Dental Care of Naples.



We had our first visit and I can NOT say enough about how pleased we were. Everyone from the reception to the dentist was phenomenal! Booking the initial appointment was a breeze. They offered to take xrays and eat the cost of them if our insurance didn't cover them. My daughter has always been very leery of going to the dentist but the minute she walked in, she was confident, calm and excited to be there which was pretty shocking for us! She had a few baby teeth pulled to make more room and the dentist and hygienist were very open and knowledgeable about the process – walking her through what would happen. We even got a follow up phone call after dinner that Evening to see how she was doing. We are SO happy to have found an amazing new dentist!

~Ashley Christoff

Orthodontic Aligner Audit

Any orthodontic aligner treatment plans need to be discussed with Dr. Jason **before** the case is initialed. Please be prepared to have the following for this discussion:

- Orthodontic clinical photos
- Patient's Chief Complaint
- Models/Scans (If available)
- Smile summary from orthodontic lab (if available)

No orthodontic aligner case may be started until Dr. Jason has seen the case and signed off on the treatment plan.

Before Orthodontic Aligner Audit

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

After Orthodontic Aligner Audit

Patient Name: _____

Description of the Situation:

Office Location:

Cdga Naples Henrietta Palmyra

Discussed & Signed off by: _____

Google



Dr. Jason and the staff at Finger Lakes Dental are awesome. I just had two implants done at the Henrietta office and it was painless and flawless. They explained every step and made sure I was comfortable throughout the process. If you are apprehensive about having dental work done, you should definitely go see them. They will put you at complete ease because they want you to have a pleasant experience. They are changing the way people feel about having dental work done. I highly recommend Finger Lakes Dental!

~Anne Schreiser

Frequently Asked Questions for the Associate Doctor

What is Finger Lakes Dental Care's Mission?

Finger Lakes Dental Care has a simple mission: Change the way people feel about going to the dentist. We pride ourselves on an extremely high level of customer service, superb clinical quality, the ability to truly listen to the patient's needs and wants, and to never force our recommendations on patients. Our business is grounded in 7 core values that define everything we do. They are: customer service, professional excellence, organization and efficiency, compassion, humility, when in doubt do the right thing, and be a team player.

What is Finger Lakes Dental Care's approach to dentistry?

What is the overall treatment planning philosophy in the group? Is there standardization among the doctors when it comes to treatment recommendations?

Overall our treatment planning philosophy is conservative. We believe in being proactive but also believe you can be proactive to a fault. We want to educate patients to the advantages and disadvantages of our treatment recommendations and allow them to make decisions.

As far as standardization of needed treatment, we have found that the more our doctors talk to each other and discuss cases, the closer we get to being on the same page when recommending treatment. We call this calibration. Treatment planning is part art and part science and we do not want to take away clinical autonomy from our providers. We do however feel it's in our patient's best interest to hear a consistent message no matter what dentist, hygienist or dental assistant the patient communicates with in the office.

How is my pay calculated? How often do I get paid?

Associates are paid based off a percentage of their adjusted production. Adjusted production is defined as our normal fees minus any adjustments that were made to the patient account. What are some examples of adjustments? If the patient decides to pre pay for a 5% discount, that 5% is considered an adjustment. If our normal fee for a procedure is \$500 and we participate in their dental insurance plan, they may have a different fee allowance for that procedure. If the fee allowance is \$400, there will be \$100 adjustment. If you decided to give a discount on a procedure, for example give a patient ½ off their whitening treatment, that discount is considered an adjustment.

Associate compensation is 30% of adjusted production. Many offices pay their associates 35%. In doing your due diligence I would encourage you to ask the dental offices, "What do typical associates produce per day?" You will find the difference is staggering from office to office. Would you rather make 35% of \$2,000 or 30% of \$4,000? We pay our associates once a month but other arrangements can be made.

Do I pay my own lab bill? Which Labs can I use?

Finger Lakes Dental Care will pay all lab bills in the first 6 months. In the second 6 months of your employment 1/2 your lab bill deducted off your adjusted production. After that period the full lab bill is deducted off your adjusted production. Finger Lakes Dental Care has 2 full time laboratory

Frequently Asked Questions for the Associate Doctor

technicians. We are able to produce almost all of our removable denture lab work, orthodontic aligners and retainers in house. We do have relationships with 2-3 crown and bridge labs and an orthodontic lab that we would encourage you to use. They charge a fair fee for a great product.

Are there any basic benefits?

Finger Lakes Dental Care has an extensive list of benefits including medical insurance, 401K, paid vacation, and free family dental services. We pride ourselves in being able to develop benefit packages that are fully customizable for you and for what you value. For more specific information please request our associate dentist benefits summary.

Is there a daily guarantee? How does it work?

We offer a daily guaranteed compensation based on your experience and expertise. The purpose of this is for the new associate to not feel pressure to push treatment on our patients. It's been our experience that associates rarely need to depend on this guarantee but we want you to have the peace of mind to know it's there.

How many days a week will I work?

We consider full time 4 days a week. That being said if you are the right fit for our group we can discuss part time or full time opportunities ranging anywhere from 1-5 days per week.

Will I start seeing patients on the first day?

Finger Lakes Dental Care is invested in our associates for the long haul. We have found that a 20 day on boarding period for the associate allows a much smoother transition from the time of their hiring to the time they begin to see their own patients. During this on-boarding period we want you to develop an understanding for the practice culture, to learn how we talk to patients and to each other, to observe and start to learn our systems and to become familiar with our treatment planning philosophy. We want you to have an understanding for how we schedule and be able to ask any questions you may have. You will also start to see patients during the on-boarding period. We have found that this period allows for a higher level of confidence and best prepares you being successful. Associates are paid \$500 a day during this onboarding period. The length of the onboarding process may be different for a dental specialist.

Dr Jason is the clinical director for the organization. Dr. Kami is the clinical coordinator that specifically works with new doctors. You will develop relationships with both during the onboarding process and both will be available to address any and all questions and concerns.

Will my schedule stay full? Do I get an assistant to work with?

We will do everything possible to keep your schedule full. Our ability to keep your schedule full is directly related to three main functions. First, are you able to offer patients a wide range of dental services? Can you perform routine extractions? Do you do root canals? Are you comfortable seeing

Frequently Asked Questions for the Associate Doctor

children? Are you proficient in sedation? Second, are you taking advantage of performing hygiene exams and starting to develop relationships with our patients during those exams? Third, are you treatment planning patients in a way that aligns with our philosophy of being a patient advocate? Are you letting patients know if their proposed treatment is very important, preventative and cosmetic?

From the start you will have access to work with one assistant and you be scheduled one column of dental appointments. Early on most of your appointments will be with new patients to the office and emergency appointments. As you become more established in the office, patients will begin to request to see you for their dental needs. When you, Dr. Kami and Dr. Jason feel you are capable of working with 2 assistants and schedule 2 columns of dental procedures we will do so. This would be based on your desire to work at that pace at our ability to have a second dental assistant available for you.

Do scheduled procedures get removed from my schedule to fill the senior doctor's schedule?

Never.

Do I get compensated for hygiene exams?

Always.

What insurances will I be required to participate with? Do you take Medicaid and/or other state assisted insurance?

All of our locations participate in Blue Cross/Blue Shield of Rochester. The fee schedule for this insurance is very competitive. We participate with state assisted insurances in some of our offices for children only where there is a large need in the community. Unfortunately these children have no other options that are in their best interest.

Is there someone I can discuss cases with? Will the more experienced dentists help me grow and perform more difficult procedures?

Our doctors pride themselves on constantly working together to discuss cases and treatment plans. We have regularly scheduled study clubs. Dr. Jason makes himself available once a week for 3 hours for the sole purpose of mentoring associates. This could be as simple as looking at x-rays together or having Dr. Jason assist you at implant placements, complex cosmetic cases or a wisdom tooth surgery. Dr. Kami will also be available for any questions or concerns you have with any aspect of your job.

Does the office require me to take a certain amount or type of CE? Is there a CE compensation package?

Yes. Finger Lakes Dental Care has certain CE requirements of our associates. These are typically a combination of online study and conventional courses. These requirements can be made available to you. Finger Lakes Dental Care offers CE reimbursement as part of the benefit package.

Frequently Asked Questions for the Associate Doctor

What procedures will I be allowed to do? How will my progress be evaluated?

We will trust your judgement as a professional and will allow you to perform the dental procedures you feel comfortable with. Dr. Kami and Dr. Jason will consistently sit down with you during the first 3 months and discuss your planned and executed treatment with you. Our ultimate goal is to make sure you are performing procedures in a predictable, efficient way that benefits both you and the patient. Finger Lakes Dental Care performs quarterly reviews for all employees with an emphasis on reflection of the business core values, how you are progressing and what steps are needed to attain continual improvement.

Will there be opportunity for eventual equity?

There are many different levels of equity opportunity. After the 90 day introductory period, if you are interested, Dr. Jason can outline all levels of equity available. These opportunities can range from minority stakes to equal partnerships to franchising.

Router Front

Routing Slip

9:30 AM 09/26/2019

3757 FRANKLIN 'FRANK'

04/09/1970 Age: 49

Appointment Info

#30- BU

#30- AllCerCrm

Procedures:

Note: 474.51

9/5 called to get him in today. can't make it

Medical notes: Allergies: Pennicillin

PREMED: No

Primary Insurance

CSEA Employee Benefit Fund

Subscriber:

Annual Max: \$3,000.00, Pending: \$0.00, Used: \$0.00

Deductible: \$0.00, Ded Used: \$0.00

Crowns 100%, Diagnostic 100%, X-Ray 100%, Endo 100%,

Oral Surgery 100%, Perio 100%, Prosth 100%, Restorative

100%, Preventive 100%

NYS 0/3000

Secondary Insurance

Subscriber:

Annual Max: , Pending: , Used:

Deductible: , Ded Used:

Account Info

Guarantor: FRANKLIN 'FRANK'

Balance: \$203.02

-Ins Est: \$0.00

=Total: \$203.02

Aging: 0-30:\$200.02 31-60:\$0.00 61-90:\$0.00 90+:\$3.00

Fam Urgent Fin Note:

FRANKLIN's Recall Due Date: 02/29/2020

Other Family Members

Michelle	46
Makayla	21
Nathaniel	19

Family Members Due For Hygiene:

Michelle, 12/18/2018 Prophylaxis

Makayla, 04/11/2018 Prophylaxis

Nathaniel, 06/21/2019 Prophylaxis

Router Back

SERVICES TO BE WALKED OUT	ANY ADJUSTMENTS? ASSISTANT/HYGIENIST: DOCTOR:	
TREATMENT PLAN - VERY IMPORTANT: PHASE 1 OR OPTION 1: CHAIR/UNITS:	IS THERE A CROWN THERE NOW??	
TREATMENT PLAN - PREVENTATIVE: PHASE 2 OR OPTION 2: CHAIR/UNITS:	IS THERE A CROWN THERE NOW??	
TREATMENT PLAN - COSMETIC: PHASE 3 OR OPTION 3: CHAIR/UNITS:	IS THERE A CROWN THERE NOW??	
NEXT DOCTOR APPT: CHAIR/UNITS/PROVIDER:	NEXT HYGIENE APPT: UNITS/PROVIDER:	RECALL FREQUENCY (circle one) ----- 3 MONTHS 4 MONTHS 6 MONTHS
PRESCRIPTIONS??	WERE CONSENT FORMS SIGNED?	ADDITIONAL NOTES/TASK??

QUIZ

Name: _____ Date: _____

1 What are FLDC's 7 core values?

2 What is FLDC vision statement? _____

3 How many FLDC offices are there? In what towns? _____

4 Who is in charge of FDLC Lab? _____

What products and services do they provide? _____

5 Who is in charge of payroll? _____

6 Besides Jason, What team member has been with FLDC the longest? _____

7 Who manages the Naples office? Whats her youngest child's name? _____

8 Which doctors in our group provide orthodontic services? _____

QUIZ

- 9 Which doctors in our group provide implant services? _____
- 10 Which doctors in our group provide sedation services? _____

- 11 In your own words, what does "Underpromise and over deliver" mean?

- 12 In your own words what does "manage the objection before it becomes an objection" mean?

- 13 If you have a personnel issue with someone on the team, who do you go to? _____
- 14 If you need time off - who do you ask? _____
- 15 If you have a special request for something to be ordered, who do you go to? _____
- 16 Why do we have a morning huddle? _____

- 17 How do we follow up on outstanding tx for patients? _____

- 18 How many team members does FLDC have? _____
- 19 Describe the upset patient alert protocol. _____

- 20 Describe the failed dentistry protocol. _____

Doctor EOD Checklist

Please check box when completed.

Date: _____

Name: _____

Office Location: _____

- Did you approve all pending prescriptions?
- Are your production walkout numbers correct?
- Are all lab cases filled out, signed and on the lab counter?
- Have all your relevant daily task managers been completed?
- What team member did you praise today?
Name: _____
What Core Value did you tie it to?

- Have you written one handwritten letter this week?
- DID YOU WIN THE DAY?
Meet your production goal? YES or NO
Run on time? YES or NO
If no what can we do to change that?



This is our Doctor End of Day Checklist.

Its a great reminder for us to make sure we wrap up the day and finish all the tasks that are expected of us. To keep each other accountable, we ask that you fill this checklist out, take a picture with your phone, and upload it to the private doctor chat room on Slack. Ask Jason or Kami to walk you through the tasks on the checklist to make sure you fully understand each one!

Signature: _____

Associate Doctor Accountability Agreement

I _____, understand that my responsibilities as an Associate Doctor include, but are not limited to the expectations listed in this document.

As an Associate Doctor I understand that I will be expected to maintain the standards and protocols defined in the documents listed above. I understand that I am a provider for this practice and will always hold myself to the highest level of standard.

Additionally I am aware of Finger Lakes Dental Care's Core Values as listed below and will strive to conduct myself in a manner consistent with these values:

Finger Lakes Dental Care's Core Values

Customer Service
Professional Excellence
Organized & Efficient
Compassion
Humility
When In Doubt, Do The Right Thing
Team Player

Team Member Signature: _____ Date: _____

Office Manager Signature: _____ Date: _____

