



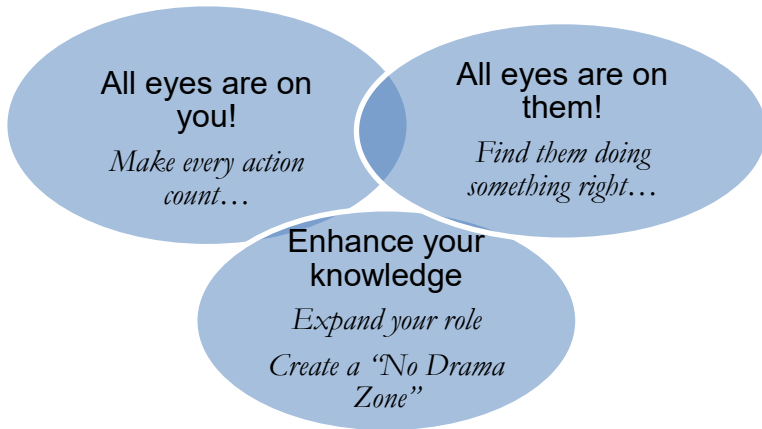
Practice Enhancement Presentation Handout Notes

“The Many Hats of an Office Manager”

Sacramento District Dental Society
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The Office Manager every wants to work with!



Details Matter – Every Day, Every Patient, Every Time!

- | | | |
|-------------------------|----------------------|--------------------|
| Active Listener | Encouraging | Responsive |
| Accountable | Enthusiastic | Results Driven |
| Adaptable | Friendly | Role Model |
| Appreciative | Goal Oriented | Self-Motivated |
| Confident | Grace Under Pressure | Self-Aware |
| Confidential | Honest | Self-Improving |
| Compassionate | Integrity | Sincere |
| Committed | Inspiring | Solutions Oriented |
| Communicative | Intentional | Strategic |
| Complimentary | Knowledgeable | Supportive |
| Consistent | Open Minded | Tenacious |
| Emotionally Intelligent | Organized | Time-Manager |
| Empathetic | Positive | Transparent |
| Dependable | Prepared | Trustworthy |
| Disciplined | Proactive | Understanding |
| Empathetic | Relational | |
| | Reliable | |

What are your strengths? Where is growth indicated?

The Many Hats of an Office Manager - Handout Notes

Leadership / Co-Leaders – *All eyes are on you & them*

Economics – *A Fair Exchange-Doctor/s, Team & Patients*

Practice Facility, Equipment & Supplies – *Quality*

Patient Base – *Know the 600 / 1200 Patient Rule*

Systems, Protocol & Policies – *Admin & Clinical*

Team Support – *Individual & Collaborative*

Practice Components for Successful Management

Five horizontal lines for notes.

Office Manager Responsibilities Vary – Broaden Your Role!

Management, Development & Implementation of Systems & Protocol

Coordinating Daily, Weekly & Monthly Practice Operations

Supervision of Team & Coordination of Hiring & Training Processes

Patient Communication & Relations

Managing Accountability, Communication, Efficiency & Productivity

Presenting Treatment Estimates & Financial Agreements

Strategic Scheduling & Goal Attainment

Billing, Collections & Maintaining Accounts Receivable

Monitoring Payroll, Practice Financials & Key Performance Indicators

Marketing Campaigns, Public-Social Relations & Referral Development

Five horizontal lines for notes.

Be the difference...

Commit, Implement & Monitor Results

Improve Practice Management Results

Daily - Weekly - Monthly

What Get's Monitored, Gets Done

Numbers Tell the Story

Everyone is Responsible for the Outcome yet,
YOU are the "GATE-KEEPER" that connects the dots

Five horizontal lines for notes.



Best Wishes for Optimum Success ~ You've got this!

Office Manager's Practice Management Takeaways...

Like Floss, They Work!

1. **Details Matter** – *Great Things Done in a Series of Small Things Brought Together*
2. **Practice Components** – *Are They Seamlessly Integrated*
3. **Leadership / Co-Leaders** – *Experience a “No Drama Zone”*
4. **Economic Structure** – *A Fair Exchange for Doctor/s, Team & Patients*
5. **Practice Facility, Equipment & Supplies** – *Excellence Required*
6. **Patient Base** – *600 / 1200 Patient Rule*
7. **Systems, Protocol & Policies** – *If It's Not in Writing, It Doesn't Exit*
8. **Team Support** – *Individually & Collaboratively on the Same Page*
9. **DMS Practice Enhancement Guide** – *Every Day. Every Patient. Every Time.*
10. **Commit, Implement & Monitor** – *Everyone is Responsible for the Outcome & You are the Gatekeeper*