

PATIENT RESERVATION SYSTEM

AKA: BLOCK SCHEDULING

WHY SHOULD YOU FOLLOW A TEMPLATE FOR YOUR SCHEDULE?

- Increases Production/Collection which decreases Overhead.
- Allows for on-time appointments.
- 80% of the daily production occurs in the first four hours.
- Slower patient flow in the morning allows front office personnel to complete 80% of their work before noon.
- Allows for the team to be complete and on time.
- Provides appropriate time for procedures.
- Lower stress for both Doctor and staff.
- New patients can be scheduled within a few days.
- Doctor not running from room to room.
- AM blocks reserved for more involved procedures when the Doctor and staff are fresh.
- Patients' perception of quality is increased as their time with the Doctor remains uninterrupted.

Guidelines -

- Procedures are performed in a 'start, finish, stop' fashion. This results in shorter, more efficient appointment times. This applies to the afternoon as well. While you are seeing more patients, doctors should not be jumping from room to room.
- Double-booking in the afternoon should only happen if it's physically possible for the doctor and assistant to work independently – ie: scheduling a healing check for implants could be handled by dr while assistant delivers whitening trays.

HOW TO CUSTOMIZE THE PATIENT RESERVATION SYSTEM (AKA BLOCK SCHEDULING) TO **YOUR** PRACTICE

1. Calculate a meaningful daily goal (based on practice profitability)
2. Break down your daily goal as follows...
 - _____ Daily Production Goal
 - _____ 80% of Daily Production Goal
 - _____ Hourly Goal - 80% of daily goal/4 hours
 - _____ Average Hourly Hygiene Goal
 - _____ Average Hourly Dr. Goal (minus hygiene)
3. Apply your hourly doctor production goal to the first 4 hours of your day. Schedule only treatment that achieves hourly goal - but only one column! Don't double-book.
4. The remaining 20% will be accomplished in the afternoon
5. Utilize the blank schedule template as a draft, plugging in procedures that meet your hourly goal requirement in the morning, with all other procedures blocked in the afternoon.
6. Create a template within your dental software that represents the draft. Color code if possible.
7. Schedule to GOAL - don't just fill white space!