

# Dental Administrative Training Checklist



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## CUSTOMER SERVICE

- Read Dental Office Reception Manual
- Work through Dental Customer Service Systems Course
- Read Dental Office Telephone Tips E-Book chapter in Dental Administration Manual

## PHONE TRAINING

- Work through Dental Office Phone Training Course
- Watch Dental Phone Greetings Training Video
- Read Dental Office Phone Scripts e-book

## HYGIENE SCHEDULE

- Read Dental Hygiene Schedule Management chapter
- Work through Hygiene Schedule Master Class course
- Watch Hygiene Schedule Scripts Video
- Read Hygiene Coordinator's Manual
- Read Block Scheduling Guide

## RESTORATIVE SCHEDULE

- Read Restorative Schedule Management chapter in Dental Administration Manual
- Work through Meeting Dental Office Production Goals Course
- Read Better Dental Financial Presentations eBook
- Watch Dental Financial Presentations & Options Video

## ACCOUNTS RECEIVABLE

- Read Accounts Receivable Made Simple chapter
- Work through Dental Office Collection Practices Course
- Watch Dental Insurance Training Video

## WEEKLY MANAGEMENT

- Read Dental Office Weekly Management Systems chapter in Dental Administration Manual
- Work through Dental Practice Management Systems Course each month, day by day as a guide