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ABOUT THE AUTHOR

Mary Roper Hurley, RDH, BS is heavily backgrounded in both the dental profession and industry. She has designed workbooks and audiovisuals, written scripts, taught radiology, trained dental staff, and practiced in numerous practices domestically and abroad.

Her thorough knowledge of dental office systems, structures and work efficiencies is the prevailing theme of her newest work, **THE BLUE BOOK: a Personnel Policy Manual for Dental Offices**

for *YOUR Practice!*

Dear Doctor:

You don't "have time to write a personnel manual that covers the nitty-gritty of employment in your office. Yet, you do need a resource which is straightforward, detailed, and reflects **your** practice standards, one that defines and clarifies your operating principles, one filled with answers employees need and want.

Even if you already have such a manual, chances are it needs updating because of changes in your practice. Here's an opportunity to integrate new information with your existing document time-efficiently with

THE BLUE BOOK- A Personnel Policy Manual for the Dental Office

This comprehensive, subject-specific publication eliminates searching for precious time or the right format, serves as a blueprint to capture your objectives, gives you the structure you need to get the job done quickly and easily.

And the best news is, staff works right along with you!

You see, employees must feel secure with the fairness of your dealings with them, need to know their opinions count-key to boosting morale and building commitment. . .And necessary, if you want people "buying in" to your practice.

There's no better way to get staff involved than to LET THEM HAVE
A SAY IN WRITING THE POLICIES THAT GOVERN THEIR JOBS!

It 's extra easy to do when instructions and examples are clearly laid out right in front of everyone 's eyes.

THE BLUE BOOK gives you fast, easy access to

* What the procedures are for hiring and training a new employee (see Orientation Period under JOB DESCRIPTIONS.)

* How to institute a successful recall system (Section 50, OFFICE SYSTEMS)

(more on next page)

* What to do about overtime (Section 30, COMPENSATION)

* How to handle sick days – taken or not, how many and who gets them (see Section 40 on BENEFITS)

* Who cleans what (see Standard Operating Procedures in the GENERAL INFORMATION Section)

. * Who is supposed to do which task, how much of it and when (Section 20, JOB DESCRIPTIONS). Here is where staff can paint the clearest picture of what their roles and responsibilities are.

No need to copy piecemeal from other manuals or go it alone. It's much better when you and staff work together from a resource specifically designed to help you

- determine the policies you want,
- adapt them to your practice, and
- write them down in language everyone can understand.

Here's How To Create Your Own Manual With Guidance Every Step of the Way!

You're the best person to handle **benefits and compensation**, but facts on **job descriptions or office systems** could easily be relegated to staff. This is the way it works:

Look at the sample pages. Focus on the blue-paged entries on "Office Cleanliness." (It's an issue much discussed by staff since they're the ones responsible for seeing it gets done)

Lay the two blue pages side by side, placing page **10.G.11** on the left and the corresponding handwritten page on the right.

Notice that the handwritten page contains the same information except for the receptionist's entry. She wanted her role spelled out more specifically.

Now look at the white page. It's typed to include the policies this office wants to show on their permanent record.

See the way the **THE BLUE BOOK** flows?

All LEFT BLUE PAGES contain clear instructions and practical models of active policies which have worked in other practices;

the BLUE PAGES ON THE RIGHT are for filling in with your office's individual statements.

SECTION 10

State your policy regarding office cleanliness.

GENERAL INFORMATION

G. Standard Operating Procedures

11. Office Cleanliness

a. Hired Service Functions

- 1) Every night the cleaning crew comes in to remove trash from all rooms, vacuum all rooms and wash the sinks, toilets and floors.
- 2) Each month the cleaning crew waxes the floors and washes the windows.

b. Office Employee Functions

- 1) Each day all employees are expected to keep the work space neat and free of splatters.
- 2) Employees working treatment rooms are expected to properly disinfect their area after each patient according to office guidelines on infection control protocol.

SECTION 10 GENERAL INFORMATION

10.G.11

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a. Hired Service Functions

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b. Office Employee Functions

- 1) Each day all employees are expected to keep the work space neat and free of splatters.
- 2) Employees working treatment rooms are expected to properly disinfect their area after each patient according to office guidelines on infection control protocol.
- 3) Receptionist will keep reception area "picked up" during office hours. This includes straightening reading materials, children's playthings, empty coffee cups, etc.
 - a) Since the patients' coffee service is in the reception area, the receptionist is responsible for preparation and cleaning up of that area.
 - b) Receptionist will purchase supplies for both patients and staff coffee areas.
- 4) Clinical staff will rotate daily the "picking up of staff lunch area and prepare and wash the staff coffee pot.