

Dental Management and Marketing SOPs

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Licensing and Other Requirements *liscreq.doc*
Bi-Annual Fee Updates *feeupdate.doc*

HIPAA: Our Obligations

HIPAA Compliance in the Dental Office *HIPPAcomply.doc*
Communicating Privacy Practices to our Patients *commprivacy.doc*
When an Authorization is Needed *whenauth.doc*
Verification of Identity *verifyid.doc*
Applying the Minimum Necessary Standard *minnec.doc*
Business Associate Agreements *busassoc.doc*
Staff Training of Privacy Policies and Procedures *stftrain.doc*
Discipline and Sanctions for Violations of Privacy Policies *discstaff.doc*
Patient Complaints *ptcomp.doc*

HIPAA: Patient Rights

Right to Access *accessreq.doc*
Request to Amend Record *amendreq.doc*
Accounting for Disclosures *acctdisc.doc*
Disclosure Log *disclog.doc*
Request to Restrictions on Use or Disclosure *restriction.doc*
Request for Alternative/Confidential Communications *confcomreq.doc*

HIPAA: Data Safeguards

Faxing *faxing.doc*
Email *email.doc*
Summary of Computer Programs *sumprograms.doc*
Virus and Hacker Protections *virushack.doc*
Paper Records and Storage *paperhand.doc*

FORMS

Agenda *agendas.doc*
Chart Audit and Treatment Status *chrtaud2.doc*
Daily Deposit Recap and Cash Recap Worksheets *dailytotal.doc*
Dental Supply, Pharmaceutical, and Instrument Order List *orderlst.doc*
Gap Analysis *gapform.doc*
Hygiene Fee Information Sheet *hygslip.doc*
Job Analysis Questionnaire *jobanaq.doc*
Meeting Evaluation *meetinge.doc*
Morning Huddle *mornhud.doc*
Nine Moments of Truth *9moments.doc*
Patient Satisfaction Survey *patqtnr.doc*
 Performance Agreement Worksheet *pawkst.doc*
Petty Cash Reconciliation Log and Worksheet *pettyca.doc*
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Recall System Effectiveness Worksheet *rclwkst.doc*
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Team Survey

teams.doc

Patient Correspondence

Apology for Extended Wait

apology.doc

Cavity Free Club

nocavity.doc

Great Patient Club

greatpat.doc

Inactive Patient Notice

inactive.doc

New Patient Welcome Letter

newwelc.doc

Prophy Encouragement

prophet.doc

Referral Thank You

thankyou.doc

Sorry to See you Go

leavlet.doc

Withdrawal From Care Notice

withdrwl.doc