

EP.1 Importance of Having a Standard of Care For Your Hygiene Department

Why do you need a Standard of Care? Who does it benefit?

- Your Team: team knows what the standards are and it creates consistency among the team. You can get a new hire up and running on day one.
- Your Patients: They want to get consistent care every time. It builds trust!
- Your Doctor: Doctor can rest assured that the team is on the same page and offering consistent, beneficial service. It's a self-management tool – there is a written standard of care that everyone is following without having to be "monitored"

How do you create a SOC?

- Create this as a team and put it on paper
- Make sure it is well-written and in a place where everyone knows where to locate it
- Review it regularly and make necessary updates

What needs to be included on your SOC?

- Start out with how often you want the patient to fill out a medical history
- Blood pressure
- X-ray frequencies
- Fluoride protocol for low, moderate, and high-risk patients
- What type of products you recommend
- Perio Treatment Protocol, from Gingivitis to Active Periodontal Therapy
- Oral Cancer Screening (including any tools such as velscope)
- Anything your team wants to make sure is offered consistently

Be very detailed! You could require all new employees to read and sign off. You could also include verbiage – how to offer and explain to the patient why you are recommending.

Create your written standard of care with your hygiene team or if you have one, be sure to review it on regular basis to make sure it is up-to-date and being followed!