

EP. 50 How to Onboard a Hygienist

You want to set your hygienist up for success so that you have a long-term employee who brings a lot of value to the practice. Doctors can spend a lot of money hiring good team members, so you want a plan for retaining them.

Tips for Training a New Hygienist:

- Create a training process – it will take time to create it, but once you create it you can fine tune it and use it going forward.
- Have a checklist that must be signed off for proficiency.
- Develop videos for the new hire to watch. You can even send this to them before their first day!
- Include your vision and culture in the training process. It shouldn't include just the standard of care.
- Have an expectations meeting and be very clear on what you expect from them and vice versa. You cannot have accountability if they are not aware of the expectations.
- Write out a clear job description – Do you expect them to work on the recare when they don't have a patient? If so, put that in the job description.
- Introduce them to your practice and endorse them on your new patient tours. Let your patients know that they were hand-picked by the doctor.
- Have their bio with a picture up and post on your social media or in your office newsletter.
- Make them feel part of the team. We give all of our new hires a team jersey. Have a team outing with them so they can meet the whole team.

Do you have an onboarding process? Evaluate your current training process and determine what is lacking. Ask recently hired team members for feedback on what you could have provided to make their transition easier.