

EP. 55 Interview with Hygiene Team Leader, Mary Gomez

Mary has seen great results in her hygiene department. We interviewed her to find out what produced those results.

Q: Tell us about your practice.

A: I work for Dr. Jason Lemmon in Yuma, AZ. He's amazing. He's the only dentist we have there. We currently have 1 hygienist and are looking to expand and get 3 hygienists. We have 2 assistants and everyone gets along so well. We have a great team.

Q: How long have you been the hygiene team leader?

A: I have been the team leader since November. He appointed me the team leader before we signed up for 5x.

Q: What kind of growth have you seen since being the team leader?

A: So much! Especially with our case acceptance in fluoride. Before our acceptance was around 30%. We asked every patient but we didn't have the correct verbiage. Everyone would just say no. Once we had the hygiene training, our fluoride numbers went through the roof. When I left in February, they were at 90% and I came back in May and they were at 93%. Our fluoride is amazing and it does so much for the overall production. It's amazing what adding on one little thing can do. One hygienist would ask if they wanted to do the fluoride treatment without giving the details of why they need it. Now that we have the correct verbiage our case acceptance is amazing with just the fluoride alone.

Q: You guys recently had the Live Scheduling Day Training. How was that training for your practice?

A: We learned how to put ROCKS in our schedule. We knew about the ROCKS, just not how to schedule ROCKS. When Jodi came in and helped us, she helped everything. Especially the ROCKS on the doctor's schedule. The way to schedule them and how to schedule around it. Before, it was where anything fits you put it. It causes stressful days. Some days we would be way over production and the next day we would have a lot of emergency patients and no production. We were not scheduling smart at all. She is a lifesaver and definitely helped our schedule.

Q: What you have learned along the way that could help our listeners.

A: We are in a predicament right now. We are working with a temp hygienist and she has a very strong personality, so I had to learn how to talk to her. Not necessarily how I would talk to people when I'm trying to coach them. I had to change the way I talked to her based off the way she sees it. We've had the same temp hygienist and she doesn't listen. I praise her when she does something well. She is amazing at fluoride and sells a ton of oral b. She's really good at that, but her time management isn't so well. So we've given her more time on the schedule.