

The more you utilize Assistants, the more they will reach their full potential, and help you reach yours!

How can Doctors utilize Assistants?

1. Trust and empower your Assistants

We are all in supporting roles, but Assistants spend a lot of time with patients to build the relationship. Patients trust them more than anyone else. Empower your Assistants to be able to start conversations and support the treatment you recommend. If Assistants see the role, they play in Doctor treatment and production, they will take ownership of this and drive it.

Tip! Go over case studies with your Assistants as often as possible so everyone is on the same page, they know what the Doctor is likely to recommend, and they can start the conversation. Once the Doctor confirms, it creates more trust with both the Doctor and Assistant for the patient. This is a great way to utilize time with the patient while waiting for the Doctor. (They are not diagnosing, just starting a conversation, so the patient is not surprised when doctor recommends treatment.)

2. Set expectations from the beginning

Someone should be with the patient at all times. What are your Assistants priorities? What do you expect them to do? This way they know what they need more training on from the beginning and have a platform to discuss this.

3. Utilize Assistants for their capabilities

Assistants should be doing everything they are legally able to do. Doctors should only be doing what requires their license. Invest time in mentoring Assistants to be able to do things the way you want them to.

Ex: temporaries, impressions, scanning, etc

How can Hygienists utilize Assistants?

1. Work as a team. Have each others back. This goes both ways.

Set up room for each other when running behind, take x-rays, help with sterilization.

Tip! Create check lists and photos of set ups so you are able to help each other, even if you are not familiar with different procedures.

2. Show appreciation for each other

Saying "thank you!" and "I appreciate you" can go a long way. Everyone likes affirmation. Robert Cialdini says to give the compliments you want someone to live up to. They will feel appreciated and want to do it more often!