**Departmental Assessment Form- Front Office**

**Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1= Never, 2= Rarely, 3= Sometimes, 4=Mostly, 5= Always**

1. I perform a morning facilities check of:

(Place number 1-5 next to accountability)

* Reception \_\_\_\_
* Operatories \_\_\_\_
* Drawers and Supplies Stocked\_\_\_\_
* Lab\_\_\_
* Front Desk Area\_\_\_\_
* Server Room\_\_\_\_
* Bathrooms\_\_\_\_
* Break Area\_\_\_\_
* Business Offices\_\_\_\_

2. I verify all lab cases are sent out the day of impression.

1 2 3 4 5

3. I make sure all casts are broken out the day of impression.

1 2 3 4 5

4. I verify assistants end of day protocols are submitted and completed daily.

1 2 3 4 5

5. I check supplies daily and reorder as necessary keeping to the office budget.

1 2 3 4 5

6. I verify all supplies are put away appropriately.

1 2 3 4 5

7. I verify that all unnecessary items are put away from counters, desktops, etc and are in appropriate storage

 locations.

1 2 3 4 5

8. I verify monthly benchmark calendar is up-to-date and team is aware of goals.

1 2 3 4 5

9. I look for and recognize potential schedule conflicts for following day so they can be resolved.

1 2 3 4 5

10. I motivate the team to schedule same day dentistry.

1 2 3 4 5

11. I show empathy and concern when talking to patients.

1 2 3 4 5

12. I edify doctor and staff to patients whenever possible.

1 2 3 4 5

13. I communicate respectfully and effectively with the entire team in the practice.

 1 2 3 4 5

14. I hold weekly and monthly productive team meetings.

 1 2 3 4 5