

Workforce Reduction & Mandatory Shutdown Procedures:

Phase 1/Plan to Reduce Office Hours:

Summary: The overall plan is to begin phasing down hygiene first then, as revenue drops, to match the expense side on the labor.

For example: if an office has 36 clinical hours per week then we need to reduce it to 28 hours and schedule the team accordingly. If the office clinical hours get reduced to 20 hours per week then we need to match the payroll expense too.

This plan will continue until a full shut down become necessary or mandated, at which point employees will be asked to take un-paid time, use PTO, file for unemployment or FMLA (if qualified).

1. Hygiene Department
   1. Phase 1: Reschedule Patients
      1. Over the age of 65 with scheduled prophies
      2. All children under the age of 14
   2. Phase 2: Reschedule all prophy patients
   3. Phase 3: Reschedule & cancel all hygiene patients
2. Restorative Patients
   1. Treat all emergent and potentially urgent patients. Emergent Procedures Doctors will need to focus on:
      1. Limited exams/pain control
      2. Root canals for patients in pain/swelling/cellulitis
      3. Fillings with moderate to severe decay
      4. Crowns with severe decay or to complete RCT
      5. Broken or missing front teeth (Bridge, removable, implants)
      6. Extractions for patients in pain, abscess, swelling, etc.
      7. Broken/missing temporary crowns (this may include seating a final crown)
      8. Denture patients who are scheduled for full mouth extractions and immediate dentures are most likely a potentially emergent patient who could have an urgent situation soon
   2. Procedures and Patients to be rescheduled:
      1. Denture and partial patients if over the age of 65
      2. Children’s Ortho Cases
   3. Crown & Bridge or Implant restorative cases need to be Doctor judgement-based decisions.
3. Operations
   1. Team Hours
      1. Scheduled need to be made for each employee
      2. No Over-Time
      3. Employees can only clock in 10 minutes prior to huddle
      4. Employees must stop work at the scheduled time
         1. Exceptions need to be reported by PA to RDO Daily.
   2. Down-Time Plan
      1. Clinical:
         1. Disinfect all ops
         2. Clean, sterilize, re-organize lab and sterilization area
         3. Wipe down all doors and door handles
         4. Mop all floors
      2. Business Assistants:
         1. Work A/R
            1. Submit all outstanding claims
            2. Work all unresolved claims
            3. Clear up A/R

Credits

Old balances

Determine which accounts are uncollectible

* + - * 1. Prepare Recall System
        2. Prioritize Unscheduled TX Plans

Phase 2: Mandatory Practice Shutdown/Emergency Only Care Plan

Summary: First, we need to understand that there are (2) categories of employees in our business and there are different impact for each. There is Clinical and Business/Support Staff in our offices. The Clinical employees who provide direct patient and clinical care, such as Doctors, Hygienists and Dental Assistants are the team members that in a Shelter at Home Situation would be left with nothing to do. The Business Support, Administrative and Management teams, on the other hand, have many different things to do.

Besides the (2) different categories, there is a decision to be made by the Company on the direction to take with its employees in a work from home scenario, be it for whatever time period is sustainable for that company. The sustainability of the company becomes a matter or cash reserves, strategic cashflow management, assistance and actual cashflow because there is no/limited patient flow with no production.

1. No work obligation for Employee:
   1. While this can mostly apply to all the dental office employees and the clinical team, this is not a reality for Home Office Support Employees or patient who have dental emergencies.
      1. It would be unethical and disingenuous on our part as citizen to not see dental emergencies and send them to Emergency rooms with toothaches and other dental emergencies.
      2. Home Office employees need to keep working to pay employees, manage A/P, deal with cashflow and work to keep the business open and viable with strategies for dealing with a whole host of matters.
2. Limited work obligation
   1. Create work plans for employees for non-patient time to sharpen skills in various areas of the practice. Trainings can be developed and conducted by folks including but not limited to:
      1. Home Office Team
      2. Open Dental/Other Software Company
      3. Solution Reach/Other Patient Communication Software Company
      4. Dental Intel/Other Dashboard Software Company
      5. Arestin
      6. OSHA
      7. Aligned Dental Partners
   2. Training by office, position or sub-groups with Zoom to go over
      1. All Clinical Policies
         1. X-ray
         2. Perio
         3. New Patient
      2. Operations Policies
      3. PA Training
3. Full-Time work Obligation
   1. Accomplish some or all of the #2 above on either 20 hours/week for a total of 40 hours over a 2-week period
   2. OR to be aggressive, could go a full 64 hours over a 2-week period
   3. Home Office Team Members
      1. Develop full work plans for themselves regarding what they believe are issues or matters that impact their work, workflows, quality, product, service etc.