



Training Manual

Orthodontist

The information in this manual will help ensure our practices run as smoothly as possible. They will be updated regularly and therefore should be reviewed often.

As new memos and information become available these manuals will be updated and distributed accordingly.

These job descriptions have been carefully thought out and planned. Job descriptions help avoid miscommunication and frustration in the office. These manuals are viewed as guides and we expect everyone to work as a team. **If you are good enough to work at Thrive you are good enough to handle any task asked of you. Saying “it’s not my job” should never be uttered by our team members.** We pride ourselves on being a team and therefore you must be the best team player possible. We do whatever it takes to support everyone in the office to allow an outstanding patient and staff experience.

We have very high expectations for our team members.

Our employees have an extremely high attendance rating. Many employees have never missed a day of work and they are the ones who advance the highest at Thrive. If you have a serious emergency you **MUST COVER FOR YOURSELF.** Do not burden the managers with having to find someone to fill in for you. You should have a list of fellow employees and call every person on that list to help you during your emergency. Once all avenues are exhausted then you can contact your manager for help in coverage during your absence.

SIMPLE VISION

***Put patients before ourselves
Never let finances be an obstacle
Deliver WOW Dentistry NOW***

Thrive Standards

Before anything, let's review our standards here at Thrive

1. **SERVANT LEADERSHIP.** We are servant leaders who lead with love. We always take the initiative. We care deeply and elevate the people around us.
2. **COMPASSION.** Always show compassion and empathy to patients and one another.
3. **SMILE.** Always. We always answer the phone with a smile. We greet our patients with a smile, and we always call them by their names.
4. **WELL-GROOMED.** We are in a highly professional environment with high standards. We must look the part. This means looking sharp, good hygiene, dressed professionally, and with light makeup and hair done.
5. **POSITIVITY.** Create a positive and family spirit. We are family! We choose to have a positive attitude and help our team succeed.
6. **HIGHEST STANDARDS.** We insist on only the highest standards. This includes the highest standards of dental care, customer service, professionalism, accountability, promptness.
7. **INTEGRITY.** We do everything with absolute integrity. We do not tolerate dishonesty or violation of HIPPA protocols.
8. **PROMPTNESS.** Promptness is an absolute requirement. No excuses. We want to be prepared ahead of time for our patients' arrival.
9. **TEAMWORK.** We always take the initiative to help our team succeed. If the bathroom needs to be cleaned, clean it. We never say, "that's not my job."
10. **EXPERIENCE.** We do everything in our power to deliver an awesome AWESOME experience for our patients EVERY time. Every team member asks the patient, "How was your experience?" (3 times total)
11. **ASSURANCE.** We comfort dental fears with loving care. We reassure our patients that they are in the best hands. We constantly check in with our patients, showing concern for their comfort and well-being.
12. **COMMUNITY.** We build strong and healthy communities. We serve our communities with love and generosity. Each of us represents the Thrive name. Tell everyone about us!
13. **GROWTH.** Commit to constant growth and learning. At Thrive, we empower each team member to become the servant leader they were created to be.
14. **FUN.** Have fun and dream big!

Job Description & Daily Expectations

Thrive orthodontists are the best in the world. We expect greatness and teamwork every day to ensure our patients are raving fans.

This manual is intended to guide you and inform you of our Thrive standards. It is vital for you to understand this information so we can be a uniform team.

Nothing is worse than a doctor using different materials, techniques, etc in our offices as this throws off the efficiency that our assistants and front desk have been working so hard to achieve. We are here to support you in your journey at Thrive and we expect you to respect and adopt our methods.

All techniques are designed for efficiency and patient comfort. **Making patients happy is our primary concern.** If we work as a team and build upon our efficiencies we believe we can become the premier provider in the area.

Consults (5-10 Minutes)



- Always greet the patient and parents by name.
- Introduce yourself and make eye contact
- When talking get on the same physical level as the patient (do not stand over them or behind them)
- Find at least one thing to compliment them on or find a common ground.
 - *Example: Hi Mrs. Smith, great to meet you, I love your shoes, I have a similar pair at home. Do you enjoy going for jogs?*
- Explain to the patient you will lean them back and take a look to see if they need braces or Invisalign.
- Familiarize yourself with our consult form. When talking to your treatment coordinator go in order as determined by the consult form (below). For example, start by saying the patient's Oral Hygiene, then Facial profile, etc.

- **BEFORE** you talk to the patient/parents tell the TC treatment time and if there are any appliances needed.
 - Treatment times are: **8-12 months, 12-18 months, 18-24 months, 24-30 months**
 - We use RPE, Herbst, habit appliances, and Reverse pull headgears for appliances.
- If the patient is an adult, hand them a patient mirror and go through:
 - Crowding/Spacing
 - Overbite/Overjet
 - Midlines (this is the easiest way to explain to the patient that they are class II/III)
- Seat the patient upright and go in front of them so they do not need to strain to see you.
- Keep in mind two things:
 - **Empathy:** Empathize with patients if they are embarrassed about their smile or if they have had issues in the past.
 - **Authority:** You MUST show CONFIDENCE that you have done this before and you can easily fix their issues.
- When the patient is upright in their chair briefly review your findings and how we will correct their issues.
- Patients/parents want to know 3 things:
 - **How long will it take to straighten their teeth.**
 - **Do they need any extractions or appliances**
 - **How much will it cost.**
- **KEEP IT SIMPLE. NO ONE WANTS TO HEAR EVERY DETAIL.** Speak like a normal human being, not a doctor.
- Consults should take roughly 5-10 minutes.
- Do not talk about specific finances. I encourage you to let patients know metal braces are the most affordable, clear braces are the midrange and Invisalign is the most expensive but don't give out exact numbers.
- Always ask the patient and guardian if they have any questions and that our TC will explain the exact finances to them.
- We strongly encourage patients to start on the *same day*.
- With Invisalign, you should have a short script memorized so you can say the same thing every time to avoid confusion

Invisalign script:

" How Invisalign works is we take an impression (or scan depending on the office) of your teeth and we get these clear trays back in 4-6 weeks (show them the trays).

On some teeth, you will have attachments (point to attachments) which help the teeth latch on to the trays better.

You must wear these trays for at least 22 hours/day in order to get good results.

The amazing thing about Invisalign is how they look. It is a very esthetic option.

The downfall is that whenever you eat or drink you must take out the trays and before replacing the trays you should brush them and your teeth.

Invisalign will get you a great result but may not correct (point to whatever you think it will not correct)."

ORTHODONTIC CONSULT FORM

*Patient: _____ Age: _____ Date: _____

*Dentist: _____

*Has Pt seen Ortho before: Yes No

*If Yes why did pt not start? _____

*How did you hear about Thrive? _____

OH: Good: _____ Fair: _____ Poor: _____

Facial Profile: Convex: _____ Concave: _____

Classification

Right Molar: _____ Left Molar: _____

Right Canine: _____ Left Canine: _____

Dentition: Primary: _____ Mixed: _____ Permanent: _____

	Permanent	Primary
Upper	8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8	EDCBA ABCDE
Lower	8 7 6 5 4 3 2 1 1 2 3 4 5 6 7 8	EDCBA ABCDE

Arch Length: Upper: Crowding: _____ Lower: Crowding: _____

Spacing: _____ Spacing: _____

Overbite: _____ % Overjet: _____ mm Open bite: _____ mm

Cross bites: _____ Midlines: _____ mm

TMJ: Clicking/Popping _____ Crepitus _____ WNL _____

Pathological findings: _____

Habits: _____ Frenum Involvement: _____

Treatment: _____

Invisalign eligible: _____ Dr. Orthodontist: _____

DO'S AND DON'TS OF CONSULTS/ORTHODONTICS

Consults and treatment planning are the most important part of being an orthodontist. If this is done correctly patients will start and treatment will go well. If done improperly patients will not start, the office/staff will suffer and treatment plans will be incorrect leading to very upset patients.

Do:

1. Offer **same-day starts** 90% of the time. It is rare that we cannot start a patient on the same day.
 - a. Our staff is trained to tell patients/family that we can start the same day. If we do not start the same day and the patient wanted to then we have failed.
2. Make eye contact and if possible light shoulder or body contact IF APPROPRIATE. Appropriate touch on the shoulder can be very powerful.
3. Have confidence and let the patients know they are in great hands.
4. Have a **definitive** treatment plan so the patient is confident they are being treated by the best orthodontists in Texas.
5. Look good and presentable every single day.
 - a. We are selling esthetics. It is vital that you look the part. Hair should be done, properly manicured, etc. If you are selling beauty/confidence you must be that yourself.
6. Constantly look at the schedule. Knowing the schedule allows you to understand what you can do on each visit. If there is a huge gap in the schedule and you want to bond more braces, go for it. If there are patients waiting then do not bond that visit and push it out until the next visit.
7. Keep it simple. Simplicity is paramount when offering outstanding service. If a patient doesn't understand you, you did something wrong. Remember that patients have no idea about dentistry so the more simple you keep it the better. Patients just want to know they are in good hands.
8. Let patients know wisdom teeth can be taken out before, during or after treatment.

Don't:

1. Be timid. You must be confident and show that to your patients and office team members.
2. Be unsure about your treatment. Nothing is more awkward than a doctor going back and forth with treatment or taking 30 minutes trying to explain treatment.
3. Be long-winded. Explain treatment succinctly. Patients have too much going on in their lives to try to understand orthodontics. Tell them very briefly what's happening and if they ask for more information then explain further.
4. Make patients wait. We pride ourselves on efficiency. Patients come to our office expecting to be in and out and on with their day.
5. Complicate treatment. We will train you on efficiency. There is no need for complicated lace backs, tie back, etc. Great results can be achieved with straightforward orthodontics.
6. Judge patients. Many patients may need surgery or teeth taken out but do not want to do that. Do not judge a patient (which is a good rule for life in general). We offer treatment based on what we think is best but if a patient just wants to align front teeth that is up to them. We want to make patients happy.

ADJUSTMENT APPOINTMENTS



- You should be in the room no more than **5 minutes**.
- Briefly figure out what you want to do and tell that to the assistant.
 - Explain what you are doing to the patient/parent
- **KEEP IT SIMPLE.** Use very few lig ties or auxiliary appliances.
 - You may be asking why we keep it simple and why we emphasize this so much. This is the reason we keep it simple at Thrive:
 - Keeping it simple keeps patient visits shorter
 - On-time visits mean the next patients will be seen on time.
 - This means patients are happy and mom/dad will keep coming and refer their friends.
 - Assistants are happy because you are treating the patients just how Dr.Nate and the rest of the best orthodontists at Thrive are treating them.
 - The front desk is happy because appointments are running on time and patients are happy.
 - If you complicate treatment with excessive lig ties, using complicated or unclear rubber bands, or asking assistants to do things they are not used to this is what happens:
 - Patient visits get extended which means the next patients are not seen on time.
 - The next patients get upset but they may not let the orthodontist know but they will **FOR SURE** let the front staff know.
 - Treatment gets extended because the assistants are unfamiliar with this new way of treating patients.
 - Assistants get frustrated because patients are frustrated due to long wait times.
 - Assistants also get more frustrated because you are asking them to do things they have never done before and likely will not do it correctly which also extends patient treatment time.

Broken Brackets (5 Minutes)

If you are an orthodontist you will deal with broken brackets every single day. Assistants should be trained to have

everything ready for you BEFORE you walk in the room so you can be in and out in under 5 minutes.

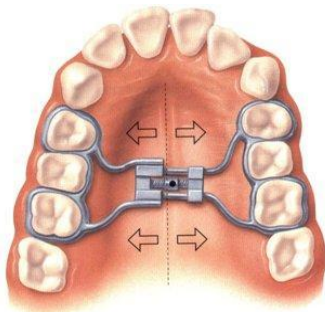
1. Clean the tooth with a high-speed gold bur
2. Clean off with a cotton roll
3. Isolate with your finger or cotton roll
4. Etch/rinse/bond/ add bracket
5. Check the bite. Do this before curing as this will eliminate the need for bite blocks.
6. Cure

Banding



Orthodontists do not band themselves unless it's a very specific situation. If you have a newer assistant you may want to see the final band but other than that you will not band a patient.

Appliances



We do not believe in removable appliances at Thrive. We use only fixed-style appliances during treatment. The exception to this would be a reverse pull headgear for patients younger than 10 years old who have a skeletal



try our best to only

underbite.

We use

1. Expander (upper only)
2. Thumb or tongue appliances
3. Herbst (rarely)
4. Hawley (rarely)
5. Reverse pull headgear (rarely)

Retainers



Our preferred method of retention is with essix retainers. Clear retainers are made in the office, can be delivered quicker, are more accurate, and are esthetically nicer than any other retainer.

If a retainer doesn't fit properly MAKE A NEW ONE. They are very fast and affordable to remake. We do not want to go through 2 years of orthodontic treatment just to have the teeth relapse.

Patients are able to get LOWER permanent retainers at a cost. Some of our assistants are able to do these and therefore this can be a good option for some patients.

Retention Protocol:

1. Wear full time for 3 months
2. Switch to 12-14 hours every night after that
3. After 2 years move to 2-4 nights a week indefinitely
4. Retainers are a lifetime commitment.
5. We have one 6-month retainer check visit and that's it unless the retainer breaks, there are issues, etc.

Elastics / Rubber Bands

We typically start patients on lighter elastics (otter) and work our way up to stronger ones (manatee). Assistants should be familiar with the classic rubber bands but verify with the patient and assistant

every time you prescribe a rubber band. If a patient has been wearing a rubber band for a visit or two I will ask them which teeth they wear them on just to be sure they are wearing it correctly.

You would be surprised how many times patients have been wearing rubber bands for months but actually wearing them incorrectly or wearing weaker ones when they should be stronger.

Class II elastic – These elastic usually attach from the upper canine hook to either the bottom 1st molar hook or 2nd molar hook. These elastics help move your upper teeth back and your bottom teeth forward.



Triangle Class II elastic – Like the Class II elastic, this elastic starts from the upper canine hook. It also attaches to a bottom bicuspid hook along with the bottom 1st molar or 2nd molar hook forming a triangle. This helps move your upper teeth back and bottom teeth forward and also helps bring the back teeth together and touching.



Class III elastic – This elastic starts from the bottom canine and goes to the upper 1st molar or 2nd molar. This moves your upper teeth forwards and bottom teeth back. This is the opposite movement from a Class II elastic.



Triangle elastics – these elastics attach to three teeth and form the shape of a V. These elastics help bring teeth together and touching. They can be used on front teeth or back teeth.



Crossbite elastic – These elastics usually run from the inside of an upper tooth to the outside of a bottom tooth to help correct a crossbite (a situation where your upper teeth are inside your bottom teeth).



Midline elastic – This elastic can run from the upper canine hook to the bottom canine hook, but it can also be attached to other front teeth. This helps line up the center of the upper and bottom front teeth.



Treatment plans:

Remember to keep things simple. Do not complicate a treatment plan just because you want to try something unusual.

CI I Moderate crowding:

- If the patient is a borderline extraction case we align the teeth first and then re-evaluate in 8-12 months for extractions
- Let the patient/parents know during the consult this is the plan and 99.9% of the time the patient/parents understand.

CI II

- Typically the issue is a retrusive mandible so either use rubber bands or an appliance. 90% of the time we attempt to correct CI II with rubber bands only unless it is very severe.
- Extracting upper 4s is a good treatment plan if the uppers are protruded. This can offer a great result and is typically the easiest form of CI II treatment.

CI III

- If a patient has a true CI III profile (canines greater than 2mm CI III) then surgery is typically the best option.
- You may also correct CI III cases with either just rubber bands or extracting lower 4s.
- If a patient has an anterior crossbite but is close to CI I canines then this is typically an easy fix with just rubber bands.

Surgery

- Almost zero patients want surgery even if it is by far their best option.
- If a patient is interested make sure to go over some of the facts of surgery
 - Surgery typically costs \$30-50 000.
 - You are eating soft foods for months
 - You are swollen for months
 - You must spend the night in a hospital or hospital-like setting
 - It will change your face forever.
 - You will likely have screws/plates in your face forever.
- Never talk to patients about specifics of surgery as this is for the surgeon to explain but you want to give them a general sense of what will happen so they are prepared.
- If they are going to have surgery they should have a surgery consult before braces are put on.