

## Test for Check In/Out

You must receive an 80% or greater to pass. All answers can be found in the training manual or videos.  
Good luck!

1. Which option is NOT a Thrive Standard
  - a. Compassion
  - b. Well-Groomed
  - c. Indifference
  - d. Servant Leadership
2. If someone does not show or does not confirm an appointment what do we do to the appointment in open dental?
  - a. Delete it
  - b. Leave it as is
  - c. Break the appointment
  - d. Multiply the appointment
3. If a patient does not confirm their appointment for tomorrow by 12 pm what do we do to their appointment?
  - a. Delete it
  - b. Break the appointment and move it to the bottom of the day
  - c. Leave the appointment
  - d. Multiple the appointment
4. When a patient comes into the office, what should you do?
  - a. Ignore them and check your phone
  - b. Stand and greet the patient
  - c. Tell the patient to go elsewhere
  - d. Be unenthusiastic when talking to a patient
5. If the patient **does not** have an appointment what should you do?
  - a. Dismiss the patient and tell them to go elsewhere
  - b. Try to find their appointment and treat them kindly and see them anyway
  - c. Tell them to come another day
  - d. Scold them for coming in at the wrong time
6. When you break an appointment because the patient has not confirmed what do you do next?
  - a. Call the patient and let them know the appointment has been removed from our schedule and we will be given the appointment to someone on our waitlist
  - b. Never break an appointment. You should always delete the appointment.
  - c. Mark the patient as inactive because they did not show
  - d. Ask your manager what to do next
7. How often should you check on a patient that is waiting in the lobby for an open operatory?
  - a. Every 5 seconds
  - b. Every 60 minutes
  - c. Every 5 minutes
  - d. Never check on patients to make sure they are fine.
8. What staff needs to wear an earpiece?
  - a. No one
  - b. Everyone
  - c. Just back staff
  - d. Just front staff

9. If a patient pays with cash what do you do?

- Let them know we do not accept cash
- Put it in the safe and print the patient a receipt and scan the receipt into their chart in open dental
- Do not print them a receipt because it is a HIPAA violation

10. If someone is paying with a credit card and the CARD IS NOT PHYSICALLY PRESENT what do you do?

- We do not allow payments if the credit is not present
- Print out a receipt and have them sign it and then scan that receipt into their chart
- Print out a receipt and have them sign it and then throw it out
- Print out a receipt and sign it yourself

11. When processing a credit card payment what do you need in the "Notes" section in the payment tab (circle all that apply).

- Your initials
- Result=Success
- Account number
- Summary of what payment is for

12. Do we charge interest on our patient payment plans?

- No
- Yes

13. Which statement below is true regarding confirmations? (circle all that apply)

- Confirm all 2 day out appointments by 10am. If a patient does not confirm by 5 pm we move them to our ghost column.
- All appointments require a verbal, text or lighthouse confirmation in order to remain on the schedule.
- All appointments not confirmed by noon for the following day must be broken and moved off of the appointment schedule.
- We do not need to confirm appointments as we are busy enough.

14. When a patient leaves after their appointment what should we ask of them?

- If they had a good experience to give us a 5 star review
- To never come back again.
- If they had a bad experience to let the world know

15. How do patients get more whitening gels?

- They must purchase more from CVS
- They must purchase more from our office
- They can leave us a 5 star review on Google, Facebook, Yelp, etc. and each review gets them one more carpule of whitening gel
- We do not like patients to have more than one whitening gel syringe at a time.

16. How do patients get our custom whitening trays?

- They must be an ortho patient
- Simply by being our general dental patient
- Entering into a raffle
- Leaving us reviews

17. What patient should leave with a follow up appointment?

- Every patient must leave with a follow up appointment
- Only patients with treatment pending
- Only patients with an SRP remaining
- Only orthodontic patients.

18. When we receive a lab case (crown, bridge, veneers etc) how many times do we try to contact the patient before putting the lab case away?

- Once
- At least 3 times
- We hope they call us

19. If we need to refer a patient out for a difficult extraction or RCT what do we need to make sure the patient signs and how do we send their records?

- HIPAA release and we can email records via a secure portal such as SendInc.
- OSHA release and we email their records
- They do not need to sign anything and we just print out their records
- We send their records via Gmail.

20. What is NOT a rule for a front desk team member?

- Never leave the front desk unattended
- Front desk must be in uniform, makeup and hair done.
- You can use the computer and phone for personal use in the front.
- Per OSHA fingernails cannot be longer than 1/4th inch past the finger and hair color has to be natural.

21. What statement should NEVER be uttered by our team members?

- “It's not my job so I don't want to do it”
- “You are amazing”
- “I'm so happy to help you”

22. If you absolutely must miss a day, what should you do immediately?

- Call/text/email your colleagues to see who can cover
- No call no show to work
- Let someone else deal with it

23. What are some of our Thrive Virtues when talking on the phone? (circle all that apply)

- Empathy
- Confidence
- Speaking clearly
- Talking over a patient

24. What are some of our Thrive “Do NOT dos” on the phone? (circle all that apply)

- Do not talk too fast
- Do not be empathetic because we are a corporate business
- Do not talk too much
- Do not be unprofessional

25. When a new patient calls in, what is the **number 1 most important thing** we are trying to accomplish?

- See how their day is going
- Schedule them an appointment
- Ask them for their insurance information
- Ask them why they chose our office.

26. How can a patient fill out new patient paperwork? (circle all that apply)

- Online on our websites that are specific to each location
- At a kiosk computer at our office
- They can print the forms and sign them at home and then bring them to their appointment.
- They do not need new patient paperwork.
- We can give them the paperwork when they check in for their appointment.

27. How much are orthodontic consults?

- a. \$1000
- b. Complimentary
- c. \$150

28. How much are new patient exams for patients without insurance?

- a. \$1000
- b. Complimentary
- c. \$49

29. What is our "Thrive Discount Plan"

- a. We offer this to our PPO patients
- b. This is a discount plan for patients who do not have insurance or have HMO insurance
- c. This is an insurance plan for patients

30. What insurances do we accept at our office?

- a. All PPO insurance and kids medicaid (TMHP, Dentaquest, MCNA)
- b. All HMO insurances
- c. Adult medicaid
- d. We are a cash only office