

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 operator?
 - 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?
 - a. Let them know we do not accept cash
 - b. Put it in the safe and print the patient a receipt and scan the receipt into their chart in open dental
 - c. 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?
 - a. We do not allow payments if the credit is not present
 - b. Print out a receipt and have them sign it and then scan that receipt into their chart
 - c. Print out a receipt and have them sign it and then throw it out
 - d. 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).
 - a. Your initials
 - b. Result=Success
 - c. Account number
 - d. Summary of what payment is for
12. Do we charge interest on our patient payment plans?
 - a. No
 - b. Yes
13. Which statement below is true regarding confirmations? (circle all that apply)
 - a. Confirm all 2 day out appointments by 10am. If a patient does not confirm by 5 pm we move them to our ghost column.
 - b. All appointments require a verbal, text or lighthouse confirmation in order to remain on the schedule.
 - c. All appointments not confirmed by noon for the following day must be broken and moved off of the appointment schedule.
 - d. 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?
 - a. If they had a good experience to give us a 5 star review
 - b. To never come back again.
 - c. If they had a bad experience to let the world know
15. How do patients get more whitening gels?
 - a. They must purchase more from CVS
 - b. They must purchase more from our office
 - c. They can leave us a 5 star review on Google, Facebook, Yelp, etc. and each review gets them one more carpule of whitening gel
 - d. 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?
 - a. They must be an ortho patient
 - b. Simply by being our general dental patient
 - c. Entering into a raffle
 - d. Leaving us reviews
17. What patient should leave with a follow up appointment?
 - a. Every patient must leave with a follow up appointment
 - b. Only patients with treatment pending
 - c. Only patients with an SRP remaining
 - d. 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