

Daily	M	T	W	T	F	S
MORNING 8-10 AM						
Clock In, Turn all lights, TV's & A/C, Unlock Door(s)						
Sweep and mop the front (every morning)						
Deep clean the bathroom/make sure it's stocked						
Respond to Google, Facebook, Yelp reviews.						
Confirm PTs for tomorrow						
Confirm PT for 2 days out						
Laptop is open and marked as a Kiosk for NP paperwork						
Any ortho patient is marked as tx pending or NP for general side in case crossover needed						
Patients Copay is checked and marked in every patients chart						
Respond to Voicemail & Emails - Notate on Drive						
Check Asana and follow up with pt's						
Sent out NPF for next day PTs						
Verify Med Release for PT 2 days out (if needed)						
Thank you cards for New PTs from previous day						
Medicaid insurance verified same day						
IVF/Monthlys completed for at least 2 days out						
Run "Procedures not billed to insurance" report and make sure all procedures have claims attached						
Run "Claims not Sent" report/make sure all claims sent						
Check EDS report to make sure all claims went through and "mark as read"						
Check NEA fast attach to make sure all claims attached						
Contact any patients who's autopay was declined						
Schedule is filled for the day by 10 am (Managers Only) use MVP, Recall, Unsch Tx etc.						
BEFORE LUNCH 10-2PM						
All transferred patients paperwork is completed						
Post ops called by front staff for Treatment, SRP, Extraction patients from previous						
"Break" all non confirmed patients for tomorrow by 12 pm. Call them to let them know appt is cancelled						
Make sure front office is neat and tidy (ie. no cups, trash, sticky notes etc on the desk)						
Post checks/VCC etc into OD accounts						
Copy Practice Analytics schedule onto Open Dental						
EVENING 2-7 PM						
All unconfirmed appointments for two days out are pushed to ghost column by 5 pm						
Filled schedule with MVP patients (all pts due for tx and cleaning should be called until filled)						
All emails have been addressed (if you cannot respond leave email as "unread")						
On Monday go through Medicaid list and call on assigned patients.						
Tomorrows appointments have been reviewed/insurance collected/copays on appt						
Tomorrows prescriptions and medical clearances have been addressed						
Whitening tray, retainer and crown seat patients have been called, lab cases marked as "received"						
Filled schedule with MVP patients (all pts due for tx and cleaning should be called until filled)						
Tomorrows appointments have been reviewed/insurance collected/copays on appt						
Check all general patients for the day to see if they wanted an ortho consult and book appt						
Make sure payments/adjustments/production under correct provider						
1 day/week manager go through 5 calls to verify phone etiquette						
Respond to insurance denial letters same day they are received						
Go over Aging Report (see AR chart in binder for daily AR)						
CLOSING						
Back up server						
End of Day reports printed (Xcharge report, Daily payment from OD, Bank Deposit slip)						
Cash placed in envelope. Cash deposited every Friday or if amount is greater than \$500						
Trash taken out and lobby/bathroom cleaned						
All emails have been reviewed and replied to						
On Monday, send previous weeks checklist to regional manager						
SCHEDULE IS FULL FOR TOMORROW						