



Training Manual

Dentists

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; 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. Continuing Education courses should be completed outside of scheduled working days. If you have a serious emergency, you **MUST COVER FOR YOURSELF**. Reach out to Jeff Parchman at least 48 hours in advance so we can try to find coverage.

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, having good hygiene, being 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, and 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 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!

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A. Job Description & Daily Expectations

Welcome to the Thrive Team! We are extremely intentional about selecting dentists who are the best in the industry and are highly motivated to grow and succeed in their careers. Thrive dentists are committed to exemplary **servant leadership** and understand that the success of the team is on their shoulders.

We hold the highest standards for our entire team and set even higher expectations for our doctors, as they play a crucial role in leading the rest of the team to success.

We take great pride in our commitment to rigorous training and cultivating leaders within our team for the growth of our company. So we expect our dentists to exemplify the highest standards of leadership.

We expect that each employee has a “Whatever It Takes” mentality. Your job is never a “9 to 5” job. Every day, you must come to work “dressed for success.” Everyone is expected to do what it takes to support the success of the entire practice and have a constant awareness of daily goals. Enthusiasm is a top priority for your job. We are a busy office, and everyone is expected to operate in an **urgent** and **efficient** manner. High energy and a positive attitude are a must for you to be successful in your position. Although you perform your job description 90% of the time, you know other positions in the office and help out when needed. Everyone should always have a patient, friendly attitude. All patient encounters should be friendly and happy. When a patient is unhappy or dissatisfied with some aspect of our service, it is your responsibility to do what is necessary to satisfy the patient. Show the patient that you care.

The Dentist’s Role:

- **Objective:** to champion his/her team to success through exemplary servant leadership and outstanding clinical **performance**. The dentist commits to upholding the **Thrive Diagnostic Standards, maximizing same-day treatment** opportunities, and **consistently driving production goals**.

Key Responsibilities:

- **Review the schedule at least one day in advance.**
- Arrive to work at least **15 minutes early** for mandatory **daily team huddles**. Know what is scheduled for the day. Always look for opportunities to work in same-day treatment to reach production goals.
- Make sure your team is prepared for all procedures scheduled for the next day.
- Be prepared for any special circumstances on the schedule.

- Partner with your lead RDA to **keep track of your lab cases. Check your lab cases** ahead of time to make sure they are ready and in good condition before your patient arrives.
- Stay current with your license, CE credits (CE Courses should not interrupt your work schedule), and certifications for CPR, N2O, X-rays, etc.
- Write a complete description of any procedure you performed in the patient's chart, with your signature and the date (use Templates provided in Open Dental). (Notes **MUST** be done before leaving for the day. The manager will then check at the end of the day to ensure notes were done).

Daily Responsibilities:

- **Maximize same-day treatment opportunities** for every patient no matter what type of appointment it is (new patient exams, recall exams, continuing care, limited exams, etc.)
 - Look for **any “pending treatment”** you can complete for the patient that day
 - Clearly **communicate** to the patient the **urgency** and importance of not leaving things to get worse.
 - **Update** and **add any new treatment as needed** per visit.
 - Turn previous “**watches**” into same-day treatment that you can complete for the patient that day.
- **Manage your time** between patients **efficiently**. If you run behind, your chairside assistant will notify the front desk, which will, in turn, notify the next patient.
- Follow your lead RDA's guidance in helping you **manage your schedule and patient flow**.

Exceptional Patient Care:

- **Communicate clearly** with your patient throughout the visit to make sure your patient knows what to expect.
- Ask your patient what his/her **comfort level** is throughout the appointment, and make adjustments as needed to ensure your patient's comfort.
- Give clear **post-op instructions** at the end of each procedure, and make sure your patient understands what was done and knows what to expect from their procedure. Have your RDA give the patient verbal and printed post-op information for extractions.
- Partner with our manager in ensuring prompt **after-care calls** are made for all major dental procedures at the end of the day.
- **Our dentists work as a team.** Although the goal is for the initiating dentist to complete the treatment, all our dentists are expected to assist in finishing the work for the patient. For instance, while we prefer the initiating dentist to complete procedures like crowns, bridges, or removable treatments, situations may arise where the dentist working that day completes the process for the patient (provided the initiated work meets clinical standards).
- When **seeing a patient for the first time** who a different dentist saw at your office, introduce yourself and reassure him/her that you and the other dentist (always refer to one another by name) work together **as a team**.

Training Your Team:

- Partner with your leads and our Director of Clinical Operations for **RDA training**
- Make sure your RDAs are taking **proper X-rays** (no overlaps, cone cuts, cut-off roots/teeth, blurriness), and high-quality **intra-oral photos** (no saliva bubbles, blurriness, and must include

- all visible imperfections, not missing the buccal and lingual surfaces), as these are crucial for upholding the **Thrive Diagnostic Standards**).
- Uphold the **Thrive Standards and Values**. Deliver the **Thrive Experience** for every patient (Follow **Scripts**), ensuring that your team is following your example of upholding these standards.

High Standards:

We believe in investing a little more on the front end of any given task to get it “perfect” as opposed to doing the task sloppily and having to invest ten times more time later on to clean it up.

Examples:

- Dentists are required to perform procedures to the utmost standard the first time. Redo's are inefficient, unprofessional, and costly.
- Make sure your RDAs are taking proper impressions. Having the patient return to the office for retakes is extremely poor customer service.
- We want every task that we perform to be excellent, efficient, and reflect high expertise and skill. We want to handle patients, coworkers, etc. in a way that reflects the pride we take in our work.

New Patient Exams (see Thrive Experience)

1. **Before** entering the operatory, **review** your patient's chart and medical history. Ask your RDA about your patient: chief complaint, concerns, medical alerts, any personal facts (RDA will put one personal fact about the patient in the upper left hand box).
2. **Review the x-rays and intra-oral photos** ahead of time and start putting the diagnosis into the patient's chart.
3. Ensure that the **x-rays** and **intra-oral photos** are high quality. **If they are not, ask your RDA to retake them.**
 - a. **X-rays** cannot have any overlap, cone cuts, cut-off apices/teeth, or blurriness.
 - b. **Intra-oral photos are extremely vital!** Use them to help you spot and diagnose **all** imperfections, which are sometimes missed by the naked eye.
 - c. Intra-oral photos must be clear and have **no saliva bubbles**. Make sure any **buccal** or **lingual** pits are included.
4. The RDA should have the patient's chart & x-rays on the screen and visible before the doctor enters the operatory.
5. Greet the patient. **ALWAYS** by name with a warm SMILE. Introduce yourself.
6. See the **Thrive Experience**
7. **Spend about 2-3 minutes getting to know your patient. Sit at eye level with your patient and keep eye contact, actively listening and showing empathy.** Ask the patient how you can help them. Repeat back to the patient what they said, showing genuine care. (See Thrive Experience PDF below)
8. Have your **RDA scribe** for you throughout the **entire** visit to ensure documentation of all that was discussed with your patient.

- a. Make sure your RDA puts at least **one personal fact** about your patient in the upper left-hand box (See Thrive Experience).
9. Keep the exam **concise**. **Don't over-explain**. Keep it simple and easy to understand.
10. Tell your patient what you will do. *"I'm going to do an exam and oral cancer screening. I'll be reading some things out to my RDA (name) and at the end, I'll go over everything with you."*
11. Review **Vitals** and **Medical History**. Ask patient if they are allergic to anything or expecting / pregnant (Regardless of what is noted on Medical History) make any changes if needed.
12. When was the last time he/she saw a dentist?
13. Does the patient have any cosmetic or orthodontic concerns?
14. Treatment plan & phase out the treatment based on the patient's **chief complaint** and what is most **urgent**.
15. Your **Communication is Key to Case Acceptance** (See **Case Acceptance**)
 - a. When presenting your recommended treatment to your patient, keep it **concise** and **easy** to understand.)
 - b. Speak with **confidence** and **assurance** to make your patient feel at ease.
 - c. Stress the **urgency** and the **importance** of the recommended treatment.
 - d. The **goal** is to **maximize same-day treatment** for your patient.
 - e. *"I want to get these fillings done for you today. Let's get it done now."*
 - f. *"Let's be proactive and take care of these small imperfections now to prevent a bigger problem in the future. They are easy and quick to do, so need to worry."*
16. **Show the intra-oral photos** to the patient for successful **case acceptance**. Seeing is believing!
 - a. *"Let's turn these little tiny black spots into smooth white, glossy surfaces to stop decay and to help prevent future decay!"*
17. **Show** them to your patient (they make a much bigger impact than showing x-rays) for case acceptance.
18. Do not be afraid to **diagnose all imperfections** (see **Limiting Beliefs**). **Do not worry about the finances** or the patient getting upset because we always hook up our patients financially with their out-of-pocket costs.
19. Tell your patient that your amazing **treatment coordinator**, (Name), will be in shortly to go over the treatment plan with him/her. See Scripts. "You will love (name). She will take amazing care of you!"
 - a. Always use names to make it more personal.
20. **Encourage patient referrals**. "Mr. Coughlin, we love great patients like you! Please send your friends and family our way."

Recall / Periodic Exams:

1. Repeat steps 1-20 in New Patient Exams
2. Recall/ Periodic Exams are great **opportunities for same-day treatment**.

Case Acceptance:

- We take our doctors' case acceptance rates very seriously by **keeping track of these KPIs**.
- Our treatment coordinators are highly trained to close the sale for same-day treatment.
 - If the patient does not stay for same-day treatment, we want to find out why so we can improve.
- Keep track of your same-day treatment opportunities. **If your patient does not stay for same-day treatment, go to your treatment coordinator/manager and find out why.**

- The patient may need **reassurance** or **further explanation** from the doctor as to why this treatment is needed today.
 - ie.) Maybe the patient wasn't mentally prepared to get dental treatment today. But if the doctor reassures the patient that the treatment is quick, easy, and often doesn't even require anesthesia (especially since we treat all small imperfections), the patient will likely decide to stay.
 - Communication is key.
- Or the treatment coordinator may need more training.
- Or the doctor may need more training.

B. The Thrive Experience (See Thrive Experience PDF below)

- Our entire team, including our doctors are responsible for giving every patient the **Thrive Experience**
 - "Delivering Wow Dentistry Now"
- The **3 Cs**: Excellent **Communication**, **Chairside** manner, **Compassion**.

THRIVE EXPERIENCE

Thrive is the STANDARD of Dentistry in Texas

We do **EVERYTHING** in our power to remove dental fear and anxiety.
We go above and beyond to deliver an **OUTSTANDING** dental experience.

01

Front Area Presentation

1. Always have the diffusers going with at least **20 drops** of Peppermint oil. Clean diffusers daily.
2. Keep front desk area extremely tidy and **free from clutter**. No personal items out.
3. Keep entire office extremely clean, tidy, and stocked.



02

Patient walks in

1. Stand up, smile, and greet patient by **name** and say, *"Hi, (Name)! Welcome to Thrive!"*
2. Greet the children - from the youngest to the oldest, ask them their names and ages. Take kids straight to the treasure chest when they arrive.
3. Give patient a New Patient goody bag and tell them the contents of the bag: *"Thank you for choosing Thrive! This is our gift to you. Here is a booklet that Dr. Christine made for you. You get a FREE Thrive Electric Toothbrush! You also get a Gift Card for \$200 Off Zoom Whitening!"*
4. Reassure your patients. Play up your doctor and team: *"You will love Dr. _____ (name) and our team! You are in the best of hands!"* (Always use the **names** of the team and patients).
5. Offer a beverage while they wait: *"Please help yourself to water or coffee."*

03

RDA

1. Calls patient by **name** - smiles and greets them.
2. Offers to take their purse or jacket to set it on the side chair.
3. Offers blanket, pillow, headphones, sunglasses, and show to watch.
4. Tell them *"Dr. _____ will be here shortly. You will love him/her!"*
5. Find out **one key personal fact** and write it down in upper left box of patient chart.
6. Find out patient's **chief complaint**. Take notes for any questions that the patient has and let the doctor know.
7. RDA tells doctor the patient's **name**, **one key personal fact**, and their **chief complaint**.
8. Have patient watch the **New Patient Welcome Video** and say, *"Here is a welcome message to you from our owners, Drs. Christine & Nathan."* (see Script for free whitening).
9. Have patient's **chart open** for the doctor to see.
10. **Take detailed notes for the doctor** of all that is discussed with the patient throughout the visit. You are the doctor's scribe.



04

Doctor enters

1. Enters room, "Hi, (patient's name)! It's so nice to meet you! Thank you for choosing Thrive! We're going to take amazing care of you!"
2. Doctor repeats what the RDA reported to them: **one key personal fact, chief complaint**
3. Take a couple minutes to get to know the patient as a person and answer their questions. Show empathy, warmth, and confidence.
4. **RDA** - documents all that was discussed by patient and doctor.
5. Doctor presents tx plan - shows the **intra-oral photos**.
6. Doctor plays up tx coordinator, "Our manager, _____ (name), is coming in to help you get the most out of your benefits. You will love her! She's going to take amazing care of you."
7. RDA plays **dental educational videos** (Bite Bank) pertaining to any **major dental procedures** planned by doctor. ie) tooth loss, implant, bone graft.

05

Tx Coordinator (see scripts)

Asks patients for reviews and referrals for more discounts and \$100 for every patient they refer.



06

During & After Treatment

Doc and team are extremely attentive to make sure patient is always comfortable. Treat patient like they're the only patient there. RDA brings patient a warm towel on plate, and says, "Here is a warm, lavender-infused towel to wipe your face." (Don't just offer it. Bring it.)

07

Hand-off

RDA brings patient to the front and **hands off** to check-out team member, addressing the patient by name and telling check-out exactly all that was completed, and what we're doing at the next visit, and when.

08

Check Out

Thank patient for choosing Thrive. During check-out, set aside the **New Patient Thank You Card** to send out **same day**.



09

New Patient Visit Follow Up

1. Write a hand-written New Patient Thank You Card to send out that day.
2. Call patient the **next day**: "on behalf of Dr. _____ and our team, thank you so much for joining our Thrive family! We're so grateful you chose us as your new dental home! We will take amazing care of you! We are always here for you if you need anything."
3. If patient doesn't answer, leave a **voicemail** and then follow up with a **text message** saying the same thing.

C. Thrive Diagnostic Standards: (See Powerpoint Presentation)

THRIVE DIAGNOSTIC STANDARDS

*We Improve **EVERY** Tooth*



- Dentists diagnose and recommend all treatment.
- We treat small things **proactively** to prevent bigger problems in the future.
- Do NOT worry about patient finances.
- We remove every financial obstacle for patients to get the dental care they need.

01

Treat **EVERY** imperfection.

Look closely in the mouth at intraoral photos. Any **imperfections/stains/darkness/divots/chips/erosion/wear/abfractions** must be treatment planned for restoration. (Photos should be less than 1 yr old).



02

We do not treatment plan one-surface fillings.

We do not treatment plan one surface fillings. Every tooth is either a two-surface or greater.
ie) #2, 3, 14, 15 - OL. #18, 19, 30, 31 - OB



03

There is no such thing as a “watch”

You either have a cavity or no cavity. We do not “watch” cavities getting larger.



04

Abfractions/ Class V Lesions

Treat abfractions or class V lesions as a **three-surface MBD or MFD**.

05

Erosion/ Exposed Dentin

Cover any and all exposed dentin occlusally or along the gingiva with a protective filling.



06

Recommend Orthodontic Treatment.

Recommend Ortho examination to **all patients above the age of 7**. Educate why Orthodontic treatment is important: to ensure proper function of teeth and dental health. Misaligned teeth are harder to clean and can cause wearing of tooth enamel. Ortho is NOT just for looks!

07

No slot preps.

You must have a dovetail for retention.



08

Evaluate all existing restorations.

Existing large amalgam or composite restorations that show wear, leakage, staining, or recurrent decay should be treatment planned for crowns.

09

Check existing sealants and fillings.

Any sealants or fillings that show staining around the margins must be treatment planned for a restoration.

10

Periodontal Treatment

If there is **4mm** or greater plus RADIOGRAPHIC bone loss, you must diagnose either a limited SRP or full SRP.

Amount of calculus or bleeding does not determine periodontal treatment.



WHY:

1. Creates **consistency** in doctor diagnosis. A lack of consistency leads to a lack of trust.
2. The average dentist is lazy with their diagnosis. The Thrive Standard sets us apart.

GOAL:

1. We “perfect every tooth” - **maximize** treatment opportunities for each patient.
2. We are **proactive** and **preventative** in our treatment approach. We don’t “watch” problems get worse.
 - a. “we proactively treat imperfections while they are small to **prevent** bigger issues in the future.”

OUTCOME: a **win-win** for the patient and our team

1. **Easy**, painless, and quick treatment for the patient without paying more.
2. Peace of mind for the patient and doctor (we know most patients are subpar with their oral hygiene care and keeping up with their regular dental checkups)
3. We have the patient’s best interest at heart by **helping prevent bigger problems** for them later on.

Doctor Scripts: Successful Case Acceptance

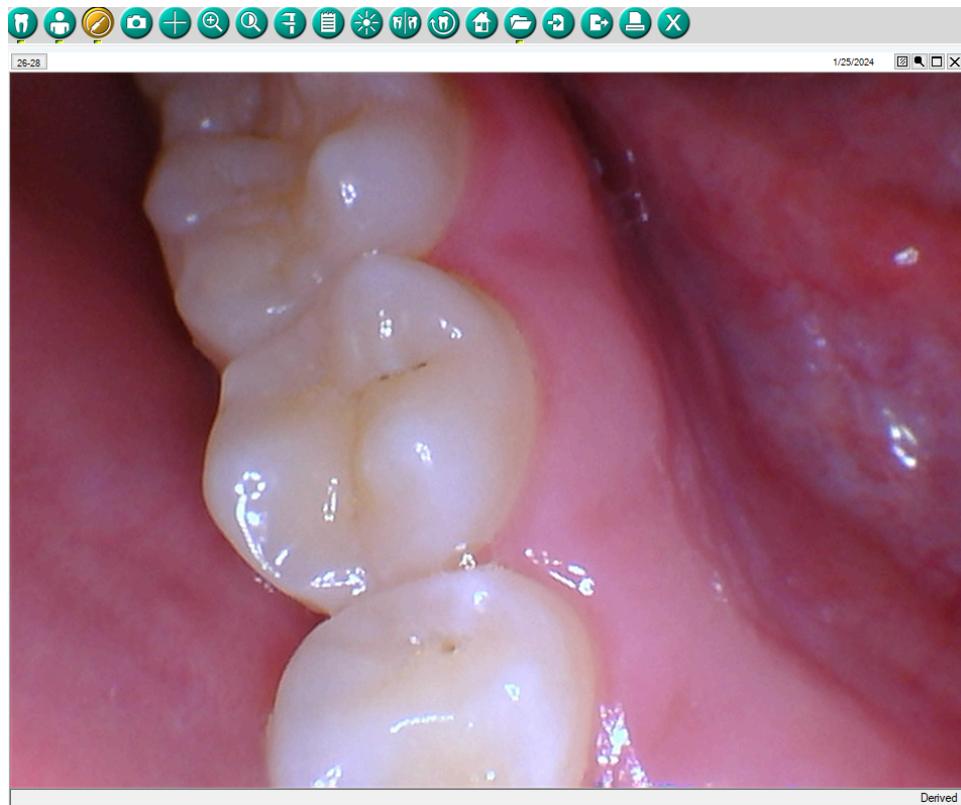
- We expect our doctors to effectively **communicate** the **urgency** and **importance** of the treatment (**same day**) recommended.
- **We treat every imperfection including “smal stains”**
- **Reassure** your patient when they’re concerned about the number of fillings. “These are mostly small preventative things that are quick and easy to do. We don’t have to numb you for most of these because they’re so small.”
- “We believe in **preventative** treatment. Let’s treat these small imperfections **now to prevent** them from getting worse.”
- “Let’s be **proactive** and treat these small imperfections now to **prevent** bigger issues in the future.”
- “Stains” eventually turn into cavities (and oftentimes, what is assumed to be a stain turns out to be active decay when the tooth is opened up).
- Show patients **intraoral photos** (Seeing is believing!) “Let’s turn these dark spots into beautiful glossy white surfaces that also help prevent future decay!”
- Diagnose **everything** you see. Do not worry about the **finances** or the patient getting upset
 - Our highly trained treatment coordinators hook up our patients with their out-of-pocket costs to **remove all obstacles** to staying for same-day treatment.

Most Missed Diagnosis: Be sure to not miss these.

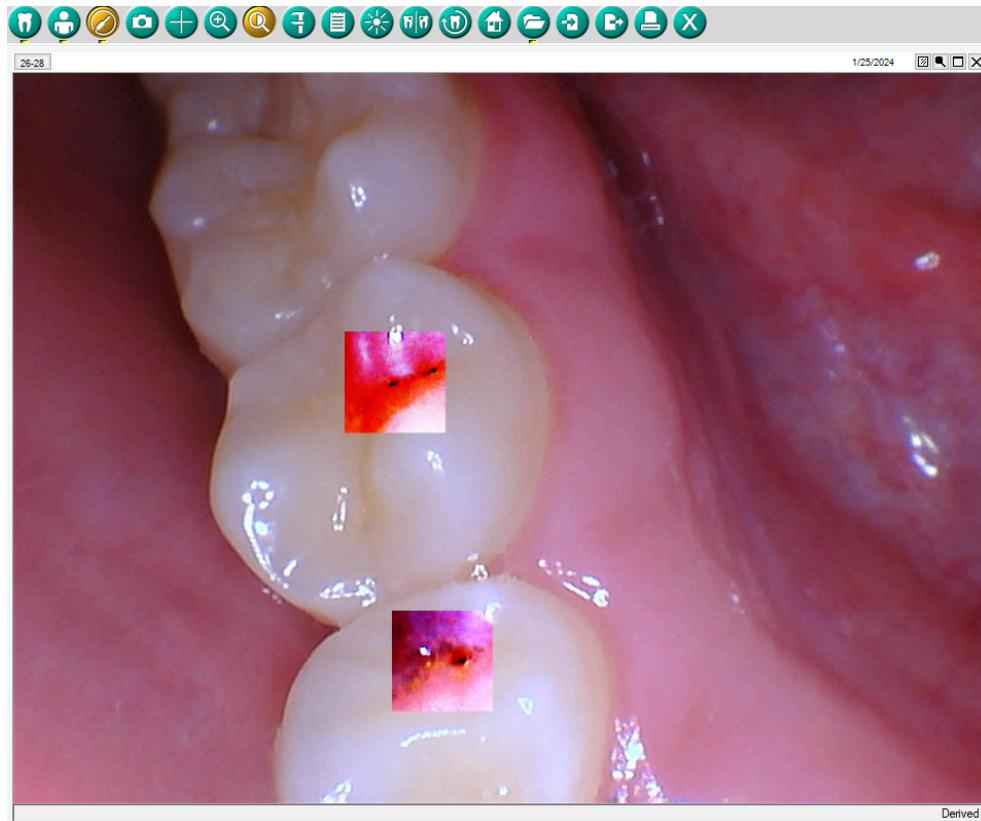
1. Incipient/small caries/ “stains”

- a. Use the **magnifying glass tool** (icon is highlighted in yellow in second photo below) to show the caries in the intra-oral photos
- b. Most so called “stains” are usually the early stage of decay and should be treated, not watched. (see Case Study 2)

BEFORE



AFTER



2. **Anterior Lingual pits**
3. **Chipped teeth**
4. **Staining/decay/wear/open margins/chips on existing restorations.**
5. **Enamel wear/erosion (any dentin exposure)**
6. **Abfraction** from bruxism (enamel loss along the gumline)
 - a. Diagnose as **MDB/MDF** for larger abfractions.
7. **Interproximal cavities:**
 - a. Adjust the contrast and use the **magnifying glass tool** (highlighted in photo below) to detect interproximal cavities properly.

Examples of missed x-ray reading



8. **Large/Recurrent decay**- always diagnose a crown and/or possible RCT for large cavities or recurrent decay. Do not try to restore it with a filling, which can lead to more problems.

- Always diagnose the **worse case scenario** so that you don't surprise and upset the patient when it turns out worse than expected.

9. **Bilateral diagnosis**

- One side of the mouth is usually a **mirror image** of the other side
- For example, if there are caries found only on the UR side of the mouth, check the UL again to make sure you didn't miss anything.

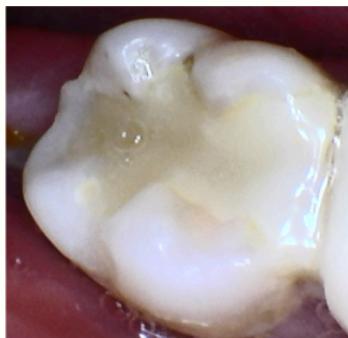
10. **Complimentary Orthodontic consults** (should be for almost every patient) - We are a dental and **orthodontics** practice.

- All children by **age 7** require an orthodontic examination, according to the AAO, to help detect hidden problems before it is too late to correct them once development is finished.
- Script:** "Getting your teeth aligned is not only for looks. It is for proper function and hygiene. It helps **prevent damage** (chipping and wear) to the teeth caused by improper bite or alignment. It also helps prevent diseases due to poor hygiene. When teeth are crooked and crowded, it is difficult to keep them clean, which can lead to dental disease."

Examples of Incipient/small caries/"stains"



Examples of Stains/decay/wear on existing restorations



***Always use the magnifying glass tool to detect caries on the intra-oral photos.**



Case Study 1: Notice the overall heavy imperfections, which indicates poor oral hygiene and lack of regular dental visits, putting this patient at **high risk for caries and gum disease**. Diagnose accordingly. Even all the smaller imperfections ("stains") should be diagnosed and treated as they eventually turn into larger caries.

Limiting Beliefs:

“Diagnosing everything will overwhelm the patient, and they won’t trust me.”

“It’s better to be more conservative.”

Failing to diagnose **all imperfections** (stains/incipient lesions/enamel loss/etc.), which can lead to bigger dental problems later on, is a **disservice** to the patient.

1. Can be misleading to a patient who is at **moderate/high risk for caries**.
2. They won’t appreciate it if something you were “**watching**” turns into a root canal later.

Most patients appreciate you for taking care of it now, and even **admit** they need to do better with their dental care.

“My patient was never diagnosed with all of this before, so they won’t trust me if I diagnose everything.”

Script: “These issues started a while back. And now is the time to take care of them before they get worse.”

Always show the intraoral photos. Seeing is believing!

“I can put things on “watch” and let the patient know that we will check in 6 months if they get worse.”

‘Studies show there is only a **5-20%** chance that a new patient will return for a second visit.

There is no guarantee that a patient will return at all, let alone in 6 months. Do it now.

Case Study 2:

Recall patients = opportunities for **same-day production!**



This recall patient had been coming for years and was never given the option to fix these “imperfections” (stains/incipient lesions/small caries/wear/etc.).

Notice how much worse those “stains” got over the years (see 2016 photos and 2023 photos below), which should have been **proactively** treated right away to **prevent** them from getting worse.



When we offered to have all of these imperfections fixed, the patient was excited and asked if we could **get it all done that day!** The patient was very happy with the results when we showed him the **before** and **after photos**. We completed all 14 fillings and a crown for this patient that day.



Case Study 3:

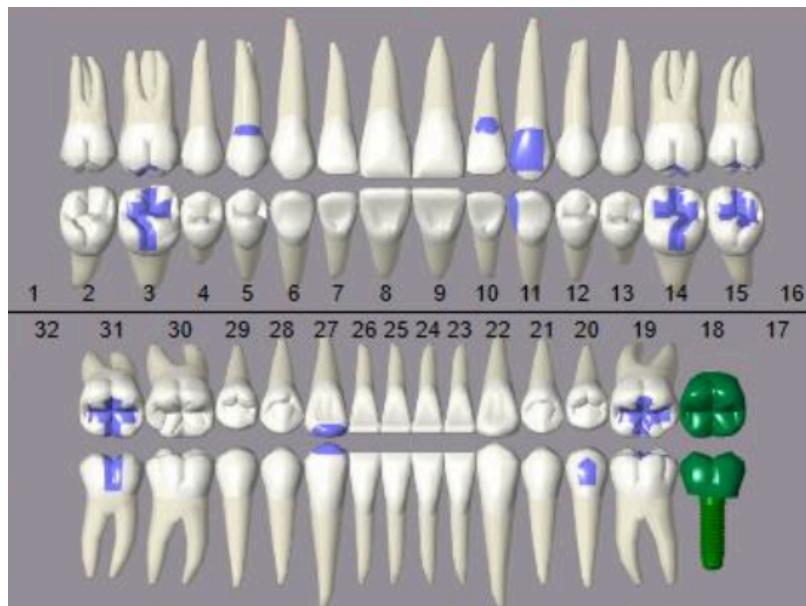


This recall patient had extensive enamel erosion, wear, chipping, and abfraction due to bruxism.

We restored all these imperfections same-day at the recall visit. The patient was very happy with the results and that we were able to get it all done for him the **same day**.

***Recall visits are great opportunities for same-day production!**

Tx plan



Proper preps:

1. All **first and second molars** should be **2-3 surfaces**
 - a. ie.) 2-OL, 3-OBL, 19-OB, 18-OBL,
 - b. If the decay **approaches** the buccal and/or lingual line angle, the buccal and/or lingual surfaces must be included (OL/OB/OBL).
 - c. When prepping a molar, **include all the pits and grooves**, including multiple surfaces (OL/OB/OBL) where decay can form.
 - i. We don't want the patient to have to get another filling on the same tooth because decay is found on another pit/groove surface in the future, which is very common.
2. **Class 2 fillings**
 - a. Do not do slot preps, which can fall out easily. Always place a dovetail, including the adjacent pits and grooves for proper retention
 - b. Prep at least 0.5mm into the dentin. Fillings that are too shallow can fall out, leading to sensitivity and patient dissatisfaction.
 - c. Always break the contact when prepping a class 2 filling.
3. **Crown preps**
 - a. Always break the contact when prepping crowns and bridges.
 - b. No knife-edge preps. Instead, use shoulder preps to the gumline.
 - c. We recommend full-coverage (versus facial veneers) for better retention and resilience.