



ADAAMA

PRACTICE MANAGER'S RESOURCE



AUSTRALASIAN DENTAL ADMINISTRATORS AND MANAGERS ALLIANCE
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HOW TO PERSONLISE YOUR TEMPLATED DOCUMENT:

To personalise this document, I suggest you insert your own practice logo, it is really simple to do, just double click on the ADAAMA logo, delete this and insert your practice logo, you only need do this on the first page then it will replica throughout the document.

This document has been supplied to you in word document so you have the ability to amend it to suit your individual practice.

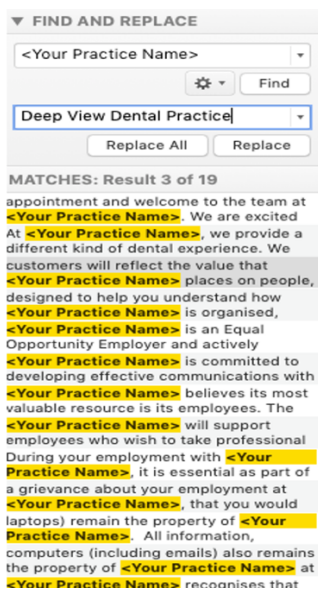
Personalise the practice name by clicking on the top right hand search in the word document and entering <Your Practice Name> as below



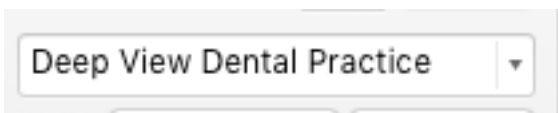
If you then click on the dropdown arrow next to the <Your and hit 'replace'



On the left hand side you will see the following:



If you enter your practice name in this example I have used:



This will change all the <Your Practice Name> to Deep View Dental Practice throughout the entire document.

The same applies if the highlighted yellow says 'Dentist Name' or 'Practice Manager'

If you have any issues with this, please send us an email and we will try to help you.

If there is anything else we can help you with, please do not hesitate to contact us.

Hiring an Associate Dentist

What are you looking for in Assistant Dentist?

1. Work ethics - honest and do the right thing by the patient
2. Look after patient's best interest
3. Quality of work
4. Long term view
5. Friendly
6. Get on with staff
7. Approachable
8. Work with team environment
9. Get on with patients
10. Responsible and trustworthy
11. Share practice philosophy
12. Commitment to CPD, willing to learn

Interview questions to help find what you're looking for:

1. Tell me about a time you had a patient come in for a tooth ache, what did you do?
2. What are your treatment criteria for:
 - a) caries
 - b) crown
 - c) endo
3. Tell me about one of your favourite patients and why?
4. What motivates you to be a dentist?
5. Tell me about one of your favourite days and why?
6. Tell me about a difficult patient and how you handled it?
7. A list of CPD courses they've attended in last 2 yrs.
8. What made you choose those courses?
9. In a working interview, check out patients before dismissed.
10. Long term view?
11. What are your goals or where do you see yourself in 5 years?
12. Tell me about 2 nurses that you've worked with, a good relationship and a poor relationship and why?

13. Tell me about past experiences in working with a team. What did you enjoy about it? What did you find challenging and why?
14. Have you worked with a hygienist before? What are your views on hygienists?
15. Think of a time when your dentistry has failed. What happened and how did you handle it?
16. What are your thoughts on practice management?
17. Give a copy of Philosophy Statement. How do you see yourself aligning with <Your Practice Name> philosophy?
18. What type of dentistry do you do?
19. What was your most challenging clinical case and why?
20. What is your philosophy in helping build <Your Practice Name>?
21. What is your role in influencing patients to have needed dentistry done?
22. Define what constitutes "patient service" in a dental practice?
23. What do you like about our practice?
24. What things concern you?
25. Have you been an assistant dentist before? How did you get on with your employer? What things frustrated you?

Telephone Screening:

1. You expressed an interest in working with our practice. Tell me what exactly you are looking for? (look for long term view)
2. Screening geography, hours, flexibility, command of English, family commitments.
3. Getting logistics handled.

Steps are:

1. Telephone screening for logistics and long-term view
2. Interview with you - 1-2 hrs.
3. Check references
4. Informal lunch w/ staff w/o you
5. Working interview
6. Psychological assessment