



ZDC News: May 2020



## CURRENT TRENDS IN THE DENTAL INDUSTRY

### Protocols for Reopening Your Practice

Zar Dental Consulting (ZDC) has developed a checklist to help its clients implement new protocols and systems in preparation of re-opening their practice, including: creating new COVID-19 safety protocols and processes for both your staff and your patients, stocking up on Personal Protective Equipment (PPE) and cleaning supplies, updating your patient notification confirmation system, using social media to your advantage, and more.

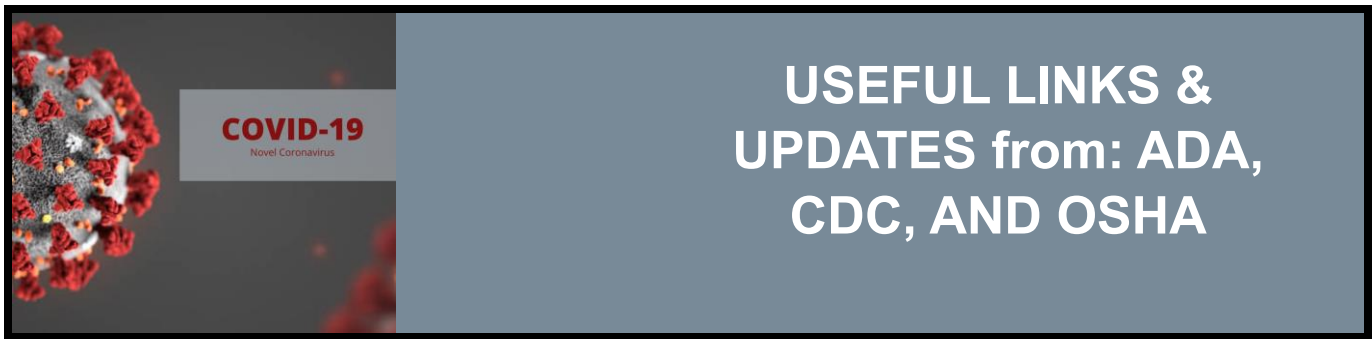
As you work on your plan to re-open your office, your team and your patients are in need of your leadership, guidance and confidence more than ever before. Be sure to hold an ALL staff virtual video meeting to discuss plans for re-opening, share new protocols and checklists being created, AND ask your staff: "What do YOU need to be ready to come back and feel safe and protected?" *Be sure to listen AND take notes to what your staff tells you so you can follow up with them on how you plan to address their concerns.*



Once you have created the new office, staff and patient protocols established, have an in-person "dress rehearsal" for ALL staff members. This will provide the opportunity for everyone to practice and learn the new protocols to ensure you are ready to open doors again!

**Did you know you can obtain FOR FREE eAssist COVID-19 Cleanliness Certification?** [eAssist Dental Solutions](#) has compiled recommendations from the CDC.gov, the ADA.org, and other reputable resources into a certification exam available to all dentists.

**Are you in need of assistance & guidance on how to prepare for re-opening your office?  
Interested in obtaining ZDC's checklist for reopening your practice?  
ZDC can provide you with virtual "hands-on" advice, tools and support you need to get up and running again! PLEASE EMAIL US FOR MORE INFORMATION.**



**AMERICAN DENTAL ASSOCIATION (ADA):** *The ADA has dedicated a special portion of its website to address the COVID-19 outbreak to provide resources and guidance to help dentists navigate this unprecedented time for their practices, staff and patients.*

- **The ADA's Coronavirus (COVID-19) [Center for Dentists](#):** information, guidance and resources regarding SBA loans, digital events, FAQs, practice resources, safety & clinical, mental health and more.
- **ADA's COVID-19 [Safety and Clinical Resources](#):** This site has information and resources on how minimize the risk of COVID-19 transmission, protect practice and patient data from cybercrime scams, including information about mask & face shield interim guidelines, HIPAA guidance, JADA infection control resources and OSHA guidance summary for preparing workplaces for COVID-19, and more.
- **ADA COVID-19 [Practice Resources](#):** This webpage has a list of resources and guides that are updated regularly (e.g., PDF lists, template letters and forms) to address practice guidance, employee and staff issues, security, patient communications, and vendor & third-party payers.
- **ADA's [Return to Work Interim Guidance Toolkit](#):** As some states move to reopen, the ADA's Advisory Task Force for Dental Practice Recovery has developed this free toolkit with interim guidance which recommends measures to take to help protect patients, staff and dentists from COVID-19 as dental practices re-engage in providing the full range of oral health care.

**CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC):** *The CDC continues to regularly update resources on its COVID-19 website has recently posted new guidance regarding cleaning & disinfecting practices and protocols.*

- **CDC's [Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#):** This document provides a general framework for cleaning and disinfection practices. *Links to specific recommendations, including dental practices, can be found at the end of this document.*
- **CDC's [Interim Infection Prevention and Control Guidance for Dental Settings During the COVID-19 Response](#):** *Dental healthcare practices (DHCP) should regularly consult their state dental boards or other regulating agencies for requirements specific to their jurisdictions, as information is changing rapidly.*

**OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA):** *OSHA has created a section on its website that provides guidance for dentistry workers & employers:*

- **OSHA's [COVID-19 Control and Prevention for Dentistry Workers and Employers](#) – **NOTE: This guidance explicitly states that OSHA aligns with the current Centers for Disease Control and Prevention's (CDC) recommendation that "only emergency patients should be seen at this time."****

We hope that you received from ZDC in mid-March useful information and links from the CDC, ADA & NNOHA for Dental Industry re: COVID-19. If not, it may be found on our [News & Resources](#) OR download the [PDF here](#).

## Did you miss the April 24<sup>th</sup> VAGD Town Hall Meeting "Back to Business!" with Malika Azargoon?

Malika provided guidance on how to prepare for your office reopening. Topics included how to reengage your team, how to retain your key team members, how to prepare patients, how to schedule patients, how to market your "grand re-opening," and how to navigate PPE shortages. **Not to worry because it was recorded and can be found on our [News & Resources page](#).**

VIRGINIA ACADEMY of GENERAL DENTISTRY TOWN HALL MEETING  
**Getting Back to Business**  
with Malika Azargoon  
Friday, April 24th, 2020  
2:00 PM - 3:00 PM  
1 CE Credit, Code 550

ZAR DENTAL CONSULTING  
Founder  
ZAR Dental Consulting

# WHAT'S NEW? NEW FEATURES FOR ZAR DENTAL CLIENTS!...

## Automatic Payment via ACH & Credit Cards

Zar Dental Consulting is now offering the ability for clients to pay their invoices through automatic payments via ACH and credit cards.

**Zar Dental ACH Authorization Form**

YOUR NAME: 1234 Main Street, Anywhere, OH 00000, DATE: \_\_\_\_\_

PAY TO THE ORDER OF: \$ \_\_\_\_\_ DOLLARS

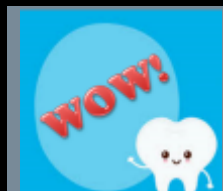
ROUTING NUMBER: 4004072324, ACCOUNT NUMBER: 4000123456789, CHECK NUMBER: 123

**Zar Dental Credit Card Authorization Form**

VISA, mastercard, AMERICAN EXPRESS, DISCOVER NETWORK



Please click on an image above to download and submit your completed form to our office.



## WHAT OUR CLIENTS ARE SAYING...

"I cannot recommend Zar Dental Consulting highly enough. When I began working with Malika, our practice was plateauing. I was overworked, overwhelmed and burnt out. With her help and guidance, we were able to focus on team development, increasing our reimbursement and office systems. After two years, our practice has grown by 25% and my headaches have been considerably reduced. I am now ready to add an associate to reduce my workload even more. We couldn't have achieved this without Malika and her team. She is a valuable business partner and friend." **Greg LaVecchia, DMD, PC**



*We would welcome the opportunity to receive your feedback!  
Please complete the [Zar Dental Consulting: Client Testimonial form here.](#)*



## ZAR DENTAL'S: "TOOTH BE TOLD" Q&A FORUM

**Do you have a dental management practice question  
that has been keeping you up at night!?**

If you do, then others in the dental industry most likely to do too!  
[Email us your questions](#) and we'll research it and provide insights  
on how to address the issue in a future Zar Dental newsletter!



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**Our mailing address is:** 8229 Boone Boulevard, Suite 630, Vienna, VA 22182

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