As you find your practice moves into the last days of “downtime,” it’s a great opportunity to refocus, retool, and reorganize. Those projects that can never get started can get completed now! To help prepare to re-open practice, our 360 Consultant Team has put together a final checklist of projects.

The [impact360](https://impact360.com/) team is available to answer any questions to help navigate these unsettling times; please don’t hesitate to reach out.

 **STAY POSITIVE. STAY CONNECTED. EMBRACE CHANGE.**

**Administrative**

* Stay connected and reassuring to patient families. Increase contact: Email, FB, Insta
* Generate report to review patients with appliances that may need attention (Carriere motion, Forsus, Expanders)
* Create telephone scripts & training to prepare for Corona-19 scheduling changes
* Clean-up practice statuses
* Review Observation statuses & identify age 12-14 patients for appointing
* Declutter every counter/desk and remove items not used every day
* Rearrange reception furniture for social distancing. Close hospitality service items.
* Place Hand Sanitizers, Social distancing signs and 6-foot distance markers
* Obtain acrylic “sneeze guards” for each front desk station to protect staff

**Clinical**

* Create a “Fast Recovery Start” clinical plan
* Train clinical team on new infection control protocols
* Finalize plan for aerosol control in clinic
* Order PPE and necessary supplies for Covid
* Deep clean, disinfect and declutter counter tops and all surfaces in clinic
* Deep clean lab and staff kitchen/lounge
* Close tooth brushing stations

**Patient return requires spotless cleanliness**

* Discuss apparel and clothing changes
* Determine clinical seating arrangement for active patients
* Post necessary signage in clinic area

**Office Management**

* Organize plan for “Fast Restart” schedule for active treatment patients. Determine method to catch up with debands & exams.
* Appoint an Infection Control Coordinator to become knowledgeable on ADA Guidance for Minimizing Coronavirus risk
* Create written protocols for patient arrival and dismissal
* Schedule team meeting to finalize COVID-19 & infection control plan
* Email families and share changes made to keep patients safe
* Download Zoom for virtual consults & visits
* Complete necessary renovations to office
* Prepare to re-hire furloughed staff
* Plan dress rehearsal for triaging patient entry with scripting for questions/comments about changes
* Let Gaidge be a partner in recovery 800.287.3396 - Schedule coaching sessions to prepare for recovery analytics
* Resources for HR and SBA Information:
* [www.cainwatters.com](http://www.cainwatters.com), [www.mcgillhillgroup.com](http://www.mcgillhillgroup.com)

**Marketing**

* Create/revise 2020 marketing plan
* Strong summer promotions, contests
* Social media calendar
* Community & Referring doctor projects
* Design an upbeat “Welcome Back” environment in reception area