

THE QUESTIONS BEHIND THE CHAOS

7 practice-policy questions that reveal how an office really runs

The schedule doesn't tell the whole story. The policies behind it often do.

01 Does the practice have a cutoff time for late patients?

A clear policy tells you whether a delayed arrival also means a shortened treatment appointment.

02 What is your policy on scheduling emergency appointments when the day is already overbooked?

Find out whether emergencies are accommodated by adjusting the day—or added on top of everything already booked.

03 How many hygienists will I be responsible for?

This reveals how many hygiene exams may compete with the treatment already on your schedule.

04 Will I have control over appointment lengths?

Procedure time matters. Find out whether appointments can reflect complexity rather than a rigid template.

05 How many dedicated assistants will I have?

Clarify whether dedicated means consistent chairside support or staff shared across multiple providers.

06 Is lunch protected, or does treatment routinely run into it?

The answer shows whether break time is treated as protected—or as extra space for running behind.

07 Can I see a typical schedule for one of your current associates?

A real schedule can reveal the pace, hygiene obligations, and add-ons better than a verbal description.

SEVEN QUESTIONS DOWN. PLENTY MORE WORTH ASKING.

The real lessons start after you say yes.

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