



PRACTICE MANAGERS QUERIES: JUNE 2016

❖ HUMAN RESOURCES

Replacing staff during sick leave:

The process with staff sickness that we would like to see happen is as follows:

- Staff calls the PM when sick, no later than 1 hour before the start of their scheduled shift
- PM will be provided with a list of 'Temps' contact details with their availability to find a suitable replacement
- If none of these 'temps' are available, then call Heidi or Kirsty at **FIRST POINT RECRUITMENT** on 9203 5688 from 6.30am onwards. They send a staff member for coverage. The invoice for the wages is sent through to ADG head office for payment

PM, Dentists and staff annual leave process

We would like each practice to find a suitable replacement for staff on leave (in-house with other suitably qualified members or from the 'temps' contact list provided by us). The forms should indicate who is providing coverage/replacement and then emailed to head office (Gilda Parreno) for approval by Ian.

If you cannot make arrangements for a replacement; then please annotate this on the form (who you have tried already) so that head office can look into finding a replacement.

Dentist support

Head office is rolling out regular training sessions (one-on-one or group) with Ian Ho and/or Chandi Mahanama every 6-8 weeks.

If there is any urgent need for advice; please direct the concern with the principal dentist or call/email Dr Ian Ho.

Conflict resolution and staff issues

Any issues can be brought up during Ian or Namita's visit to the clinic. Otherwise, please direct the issue/query to Gilda Parreno, who will then forward your query to Ian Ho or Employment Innovations (depending if your clinic uses this service)

Training course requests

Please send the 'Request for further education' form to Gilda Parreno at head office for approval. If you do not have access to this form, please advise and I will send you an electronic copy.

❖ HOUSE KEEPING/MAINTENANCE OF PRACTICE:

Gardening/plumbing, building issues and wear/tear

Anything that is required for the running of your practice and maintenance that costs below \$500, the PM has authority to organise and arrange for the repair/work to occur using local contractors. We trust your judgement in looking after the clinic to ensure that it has regular upkeep.

If the work is costlier than this, then please forward the request/quote to Gilda Parreno for approval.

Uniform ordering

We are using Clever Designs and their contact number is 9494 1404. We believe that each PM should have the authority to arrange ordering of the uniforms for staff. Discretion needs to be used on the quantities ordered for each member, keeping in mind the hours worked per week.

Any staff that resign or no longer work with ADG must return their uniforms that were provided in the original state that they were given.

Ordering of Dentist's names on the Door

Ronaldo Parreno is in-charge of Marketing and will arrange for these signs to be printed when required. Please direct any requests that you have for new signage to Ron.

Building issues; insurance claims

All building issues (except Mandurah) must go through each clinic's real-estate agent to have repaired. Please 'CC' Ian and Gilda in the correspondence so that we know what is happening.

Any work in Mandurah that costs less than \$500 (unless unclear what is needed to be done or guidance is required), the PM has authority to make the decision; however, also 'CC' Ian and Ron. Any other maintenance requests above this must be emailed to Ian and Ron, who will arrange any necessary repairs.

❖ IT/COMPUTER PROBLEMS:

Tech issues with computers, printers, servicing

This is the following order that we wish for you to try with computer issues:

1. Call Ron at head office
2. If he can't help, call Dan on 0427 732 016 (he can remotely dial in)
3. If he can't assist, then call Liam on 0423 100 996. He has initially set up a lot of our computers. (Aside from Bunbury, who should continue to use any local computer support you have been using)

❖ ACCOUNTING:

Accounts/Invoices

Any issues that you have with an outstanding invoices or queries in general, should be forwarded to your designated book keeper (Mariane or Lilian) and 'CC' Arnel at head office in the email. If the girls cannot address the issue, then Arnel will assist you.

Cash handling (banking, petty cash)

Any queries should be directed to your designated book keeper and 'CC' Arnel at all times to ensure that the matter is followed through.

Salaries/Wageloch

Any query related to Wageloch or wage payments, should be emailed directly to Arnel at head office. Anything concerned with Dentist pay, should be forwarded to Tricia.

❖ OPERATIONS:

New policy/procedure implementation

Any new policies or procedures will be rolled out by Ian or Namita via email or when we are at the practices. The PM will be responsible to ensure they are implemented and any feedback regarding its success should be given.

Accreditation

This topic will be addressed at each individual practice, depending on where you are in the accreditation process. Namita and/or Ian will discuss this with each PM at the next visit.

Manager feedback to head office

Moving forward, there will be scheduled meeting times allocated to each practice for Namita and Ian to visit together or separately each week. This will allow us to review all your task sheets, checklists, give you reports regarding wages/ordering/brief 'financials'.

As well as this, it will give the PM's an opportunity to provide any feedback that you may have. This regular meeting will allow for effective communication between head office and the PM.

Health funds/efpos

If HICAPS or Eftpos is down, the PM is authorised to call these two systems to have it resolved. Please also email Ian if any operational issues have occurred during these outages that may need correcting or following up.

Attend PM meetings

Moving forward, there will be opportunities for the PM's to attend meetings together as a group. This will provide a support network, as well as allow training for you on any new systems/protocols that we wish to implement. We will keep you updated on this.

Communication with Head office

The flowchart hopefully clarifies which staff member is responsible for which area. This should allow you to contact the specific member that you need in regards to your specific query. If despite this flowchart, you still are unsure whom to direct your query to, please forward it to Gilda Parreno who will then send it to the appropriate person.

Apart from this, Ian and Namita will be visiting the clinics in a more structured and regular/scheduled manner, to allow for direct communication with head office.

Admin questions (schemes, preferred providers)

These can be discussed at the clinic visit with Ian or Namita.

Urgent stock

The aim is for all practices to do one big monthly order, so that there is sufficient supply for the month. It is the PM responsibility to ensure that they oversee the orders placed to reduce the likelihood of this occurring. In the event of urgent stock, please contact Gilda and 'CC' Ian at head office to see what stock we may have and to obtain advice on where to get stocks from quickly.

Dental chair maintenance/servicing

The PM is responsible for the regular maintenance of the chairs. Please find out who is currently servicing your chairs and what dates are given for their servicing. Please forward these dates to Gilda so that we have a record of the work being completed. This check will be part of the checklists that Ian and Namita will check at our visits to ensure that we are keeping up with industry standards.