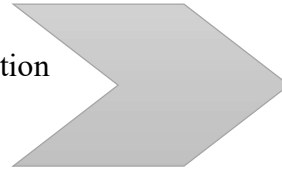


Chain of Command

I have a question/comment about...

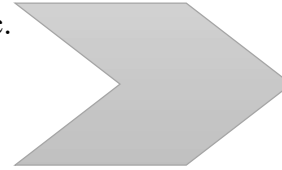
- Time off requests
- Policy and procedure directly relevant to my position
- Conflict with peer



Talk to Direct
Supervisor

I have a question/comment about...

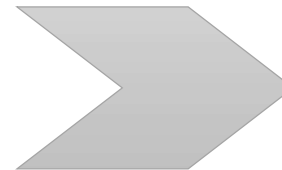
- the suction in an operatory, pano not working, etc.
- Equipment malfunctions
- Dental supplies
- Clinical best practices
- How to maintain/clean equipment



Talk to
Clinical
Manager
Tammi

I have a question/comment about...

- HR – reviews, compensation, benefits, PTO, conflict with peer/supervisor/management, professional development etc.
- Payroll – time sheets, changing information, tax withholding, etc.
- Internal collections – ARSI payoff amounts, delinquent accounts
- Sedation – paperwork, scheduling
- Marketing/Media/Branding
- Accounts payable



Talk to
Administrative
Manager
Diahonia

I have a question/comment about...

- Scheduling
- Insurance – billing, pre-authorizations, coverages, credentialing
- Patient account status, payments, etc.
- Office supplies
- General business office/front desk questions



Talk to Office
Manager
Lisa

I have a question/comment about...

- Financials
- Strategic planning
- Grants/Funding
- Recruitment
- Overall clinic policy and procedure
- Conflict with Administrative Manager



Talk to CEO
Deb