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Handling Staff Member Concerns Regarding Re-opening

Many dental practice staff members are expressing concerns regarding returning to work. The Massachusetts Dental Society (MDS) recommends all dentists familiarize yourselves with the resources on the MDS website that can help you address their concerns. It is important to reach out to your staff well in advance of your practice opening and have an open dialogue regarding their concerns. You should have multiple conversations with each staff member and make sure they are aware of all the changes that have occurred in your office to ensure their safety. The MDS recommends that you cover the following:

1. Acknowledge that their concerns are important
2. Stress that your highest priority is the safety of your patients and staff
3. Outline the new precautions you have put in place including your personal protective equipment (PPE) plans
4. Outline changes in your patient flow/office layout to accommodate social distancing
5. Encourage staff to join the MDS to stay informed (see below)
6. Ask staff for input on other enhancements you could put in place within your practice processes
7. Show kindness and reassurance (e.g., “We will get through this together.”)

Resources

- [MDS Coronavirus Website](#)
- [MDS Return to Practice Roadmap Q&A](#)
- [ADA Return to Work Interim Guidance Toolkit](#)

Membership for Your Staff

Did you know that your MDS membership includes complimentary membership for your support staff? This is the best way to keep members informed on COVID-19 back-to-work information. If you haven't taken advantage of this member benefit already, encourage your staff to enroll today and share the perks of membership, including, continuing education, discounted programs, and more.

How to Enroll

Each member of your support staff who wishes to sign up for MDS membership must create an account and complete an application individually at massdental.org/join. Make sure that they know to choose “Allied Dental Health Professional (ADHP)” as their area of interest and member type.

[Join Today](#)