In your practice, everything counts. From case acceptance to staff productivity, it has never been more essential for dental professionals like you to create the optimal mix of superior clinical outcomes, dental team alignment, practice profitability and overall practice efficiency.

And the stakes are high. Dental practices of all sizes must clearly demonstrate to the modern dental consumer that they are the best choice amid a sea of competitors.

Recent innovations such as CAD/CAM, digital radiography and practice management software are easy to identify in terms of how they deliver value. But despite the amazing technology available today, sometimes the simplest actions deliver the greatest impact.

For more than 100 years, Hu-Friedy has been helping the best perform. We’ve learned a few things over that time. First, information truly is power. Because of busy schedules, dental professionals continue to seek fresh ways to learn and grow. Second, experience counts. Peer-to-peer information exchange remains a trusted path for knowledge transfer in the dental industry.

That’s why we created this eBook. The unique perspectives of the top dentists, hygienists, office managers and consultants featured here will provide you with insights you can leverage to thrive within a competitive landscape – seeing more patients, creating a safer environment, boosting staff happiness and increasing profits.

So, leverage these proven moves to create behind-the-scenes changes that, while seemingly small, can yield massive gains in efficiency.

Enjoy!

Patrick Bernardi
Chief Marketing Officer, Hu-Friedy
<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Title and Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Erin Doffoney</td>
<td>Founder, Techs for Teeth</td>
</tr>
<tr>
<td>2</td>
<td>Bernie Stoltz</td>
<td>CEO, Fortune Management</td>
</tr>
<tr>
<td>3</td>
<td>Fred Joyal</td>
<td>President, Futuredontics, Inc.</td>
</tr>
<tr>
<td>4</td>
<td>Amy Morgan</td>
<td>CEO, Pride Institute</td>
</tr>
<tr>
<td>5</td>
<td>Tija Hunter</td>
<td>Office Manager, Boardwalk Family Dental</td>
</tr>
<tr>
<td>6</td>
<td>Carrie Webber</td>
<td>Chief Communications Officer &amp; Owner, Jameson Management</td>
</tr>
<tr>
<td>7</td>
<td>Sandy Pardue</td>
<td>Director of Consulting, Classic Practice Resources</td>
</tr>
<tr>
<td>8</td>
<td>Roger Levin</td>
<td>Chairman &amp; CEO, Levin Group</td>
</tr>
<tr>
<td>9</td>
<td>Kevin Henry</td>
<td>Co-Founder, IgniteDA</td>
</tr>
<tr>
<td>10</td>
<td>Terri Lenihan</td>
<td>Practice Administrator, Midwest Endodontics, LLC</td>
</tr>
<tr>
<td>11</td>
<td>Izzy Naem</td>
<td>Dentist/Owner, Floss &amp; Company</td>
</tr>
<tr>
<td>12</td>
<td>Debbie Seidel-Bittke</td>
<td>CEO/Founder, Dental Practice Solutions</td>
</tr>
<tr>
<td>13</td>
<td>Dr. Edward Lin</td>
<td>Doctor, Orthodontic Specialists of Green Bay</td>
</tr>
<tr>
<td>14</td>
<td>David Rice</td>
<td>Founder, Chief Igniter, Ignite DDS</td>
</tr>
<tr>
<td>15</td>
<td>Steven Koos</td>
<td>Surgeon/Owner, ORA Oral Surgery &amp; Implant Studio</td>
</tr>
</tbody>
</table>
You don’t need help understanding that patients are important. Without them, you simply don’t have a practice. But are you truly doing everything you can to attract new patients, retain current patients and build a positive perception of your practice?

**In this section, you'll find tips and best practices that will help you:**

- Make patients feel more at home.
- Keep consistent contact with existing patients.
- Explain your practice’s processes to reduce potential patient concerns.
- Turn your patients into loyal fans.
FLIP THE PATIENT EXPERIENCE FROM CLINICAL TO CUSTOMER-CENTRIC TO GENERATE LOYALTY

Patients have a number of dental practices to choose from, so it’s imperative to set your office apart from the competition. Making your patients feel comfortable and confident in your work should be your number one priority because giving patients quality time and treatment will generate patient loyalty and yield higher patient retention.

We all have professional personas that we maintain, but it’s when the staff steps out of their clinical roles that the patient can feel more confident in the skill set of the overall office. Here are a few steps you can take to enhance the patient experience.

1. **Be empathetic.** Relating to a patient by mirroring your own experiences to match theirs stimulates a more open dialogue regarding any mental blocks the patient may have.

2. **Be honest.** No one wants to be lied to. If you say you are going to do something for your patient, stick to your word. Losing trust jeopardizes the existence of a loyal patient.

3. **Kindness is a virtue.** Since dental personnel expect their patients to be responsive and amenable during treatment that may be uncomfortable or scary, patients should also be able to expect that the office staff will be kind and understanding of their concerns and discomfort as patients.

4. **Embrace creativity.** If you want your office environment to be organic and unforgettable, create a space where patients can be creative with their own ideas about how they tolerate treatment. Everyone has different personalities that need to be expressed without criticism. Patients know what makes them feel comfortable during treatment. Listen to their ideas because you may be able to use these unique techniques on other patients.
One of private practices’ most unappreciated opportunities is that of their existing patient base.

We hear day in and day out that “if only I had more new patients, my practice would be fantastic!”

While new patients are wonderful and important, they are not a cure to all ills. Most often, the same practices who wish they had more new patients are the same ones sitting on 2,000 existing patient charts. They don’t necessarily need more new patients; rather they need to stay in better communication with the ones they do have. Recare efficiency and reactivation of their existing patient base have a much larger impact on a practice’s growth and bottom line.

The average recare efficiency in the United States hovers around 35 percent, which means a staggering 65 percent of a practice’s patient base do not return on time for their prescribed standard of care (typically every six months). If practices had a greater focus on helping patients keep their scheduled appointments, the practice would skyrocket.
Indeed, every aspect of the patient experience should be examined from their perspective. It may be in:

- How money is collected.
- How convenient the hours are.
- How insurance is processed.
- What technology can make the experience more comfortable and take less time.

PUT PATIENTS AT EASE BY TAKING THEM BEHIND THE SCENES

The question that should underlie everything you do is: **How can we make this easier for the patient?**

For example, in a consumer study my company performed, patients ranked cleanliness as the fourth most important factor in choosing a dental practice. Yet, most patients are unaware of the degree of sterilization that occurs in dental practices.

Practices should show new patients their sterilization center on a tour of the office and explain in detail what lengths they go to in an effort to increase the comfort level of their patients.

By **fully engaging the patient**, we are able to help them understand their dental treatment options, ease dental anxiety and provide a better outcome.
Section 1  Patients Are Your Priority

RUN THE PLAY:

1. **Put the care back in care provider.** Take a few extra moments to have a conversation. It may seem counter-intuitive to efficiency, but it actually does the vital work of making patients feel like part of the team. That investment will impact everything from retention to treatment acceptance – a great long-term play.

   ERIN DOFFONEY, RDH BAS

2. Marketing to bring in new patients can be both time consuming and costly. Allocate resources to communicating with and **reactivating your existing patient base.**

   BERNIE STOLTZ

3. **Consider adding a tour of the sterilization center to new patient protocol** as a way of demonstrating your commitment to cleanliness and patient experience.

   FRED JOYAL
Creating a high-performing team is critical in elevating the patient experience and protecting your practice’s reputation. And while that may seem utterly intuitive, it’s the true challenge for every dental practice. Are you taking every step you can to keep your team engaged and motivated?

In this section, you’ll find tips and best practices that will help you:

- Unleash the MVP potential of each employee.
- Generate excitement and enthusiasm from your staff.
- Empower the team to positively impact the practice culture.
SCOUT TALENT WITH THE RIGHT ATTITUDE TO GROW YOUR BUSINESS

Bad staff members are made – no one starts a new job hoping to make everyone’s life miserable. What if, instead of looking at your employees as your staff or team, you look at them as your talent?

This starts with scouting for talent. I recommend that you hire for attitude and train for aptitude. Too many interviews start with whether an applicant knows a certain software or can pass instruments properly. All of that is appropriate to ask, but that person has to connect with your vision and values before they connect with your strategy and execution.

Find the person you believe in and who believes in you, and the rest can come.

The role of a good coach is to cultivate and fully utilize your talent to create a culture of self-direction and growth. I’m a Golden State Warriors fan and I can tell you that Steph Curry and Draymond Green were on the losing-est team before they were on the winning-est team.

The reason being that the massive talent was always there but hadn’t been tapped for a greater purpose, or coordinated for success.

Most dentists resent the time they spend out of the operatory that is needed to inspire their team, but here’s the secret of the universe: Engage and grow your team and they will grow your practice!
Patients value longevity; they enjoy seeing the same faces every time they come in.”

Tija Hunter, CDA, EFDA, CDIA, CDSO, MADAA
Office Manager, Boardwalk Family Dental

CULTIVATE A CULTURE OF LEARNING TO SHOW STAFF MEMBERS THEY’RE VALUED

As much as dental assistants spend with patients, it’s important to invest in dental assistant education so they are confident and knowledgeable. Patients trust and depend on dental assistants – when doctors leave the room, patients will turn to them with questions. The doctor needs to know that the assistant can answer any concerns the patient has. A well-educated team is key to the overall success of the practice.

Education can – and should – go beyond dental meetings. For example, dentists can bring trainers into the practice, sharing information in a setting that allows for meaningful interaction and relevant instruction. When the education is that specific, you can implement changes more quickly and see results faster.

I frequently work with offices where the doctor says they need help with infection control, HIPAA or OSHA guidelines. I go in and use their space, their equipment, their systems, and show them how to be compliant. This can work with a variety of trainers and topics. For the same amount of money (or less, considering travel expenses and lost production), you can bring in experts to train your team and realize the benefits sooner.

Patients value longevity; they enjoy seeing the same faces every time they come in.

Investing in your team through quality, creative educational opportunities is one way to keep them part of the team and keep patients happy.
When a doctor/leader invests into the development and growth of his or her team on a consistent basis, exponential growth can occur.

When the doctor and team members work consistently to improve communication skills with patients – focusing on what is valuable and urgent to them – they are ultimately building trust. In return, case acceptance increases, patient retention increases and referrals increase.

When a doctor/leader invests into the development and growth of his or her team on a consistent basis, exponential growth can occur. This creates a team of leaders working on building the systems and processes of the practice together while also holding the patient relationship at a premium level of priority.

The continuous building of patient relationships through the practice and implementation of effective communication skills by the doctor and the entire team is something we think we’re all doing well, but in reality, it is too frequently overlooked. One way to avoid this is through consistent team meetings and daily huddles.

There are a million reasons why doctors and teams let huddles, meetings, connection and execution of vision fall by the wayside. Whatever the reason may be, it always comes back to this: How important is the realization of your ideal practice vision and dental career to you?

As the variety of dental care options increase for patients, those who chase low-cost care may find themselves searching for something better once they realize their initial choice didn’t meet the mark.

Are you going to be the practice they find when searching for something better? And if you are, what will you do to exceed their expectations?
Section 2  Engage Your Staff

RUN THE PLAY:

1. **An effective team starts with scouting for the right talent.**
   Build up your players to see the value in a winning attitude and clinical confidence.
   
   AMY MORGAN

2. **Invest in education tailored to the needs of your practice.**
   Getting specific to the systems in your practice makes needed changes more likely to happen, can save money in the long run, and ensure the happiness and confidence of your staff.
   
   TIJA HUNTER, CDA, EFDA, FADAA

3. **Make time for team meetings focused on patient communication and care.** Building that extra time in your day or week can lead to greater productivity and profitability in the long run.
   
   CARRIE WEBBER
Faster, better, cheaper - over the last number of years there has been a dramatic increase in technologies, methods and staffing models designed to improve efficiency, create safer environments and optimize time. Are you up to speed on the variety of solutions that can really impact your business?

In this section, you’ll find tips and best practices that will help you:

- Adapt to the changing technology landscape.
- Understand and optimize your first-impression protocol.
- Understand the concept of assisted hygiene and how it can impact your practice.
- Leverage block scheduling to maximize efficiency and profitability.
"Positioning your office as safe and contemporary, will contribute to the patients’ perception of receiving quality dental care."

Sandy Pardue
Director of Consulting, Classic Practice Resources

PUT YOUR COMMITMENT TO QUALITY CARE ON DISPLAY TO KEEP THEM COMING BACK

Patients can’t help but compare – how does your practice stack up against previous dental experiences?

Positioning your office as safe and contemporary will contribute to the patients’ perception of receiving quality dental care.

It’s important that every practice keep their sterilization procedures up to date with OSHA and CDC guidelines. I don’t believe a practice needs to go into detail about their sterilization processes with their patients unless a patient asks.

There are ways dental teams can demonstrate to patients that infection control procedures are in place and consistent. An example would be to open packs of wrapped sterilized instruments conspicuously, so the patient can watch you. Patients do notice cross contamination and will not continue coming to a practice that is not clean. Cleanliness and neatness is a must in every practice.
The business aspects of dentistry have become more complex, which means that dentists need additional business skills to achieve practice success today."

EMBRACE CHANGE TO GAIN COMPETITIVE EDGE

To succeed in today's crowded dental marketplace, dentists must overcome these two top challenges:

1. Mastering the Business of Dentistry

Effective management and marketing systems drive practice success. Unfortunately, most dentists have outdated or subpar systems, preventing their practices from performing at peak levels. Without quality systems in place, practice owners will have trouble attracting new patients, increasing elective treatment and larger cases and reducing unnecessary stress.

This can seem like a daunting problem or set of problems, but there are ways to address it.

Private practice in dentistry is alive and well but owning a successful practice has become more challenging over the past decade. Dentists face greater competitive pressures from multiple sources, including group practices, declining insurance reimbursements and changing consumer attitudes about regular dental care.

Start with education – it is never too late to dive into business basics and learn about how marketing is evolving. There are many options in person and online, but make sure you read reviews so that you’re learning from a reputable source.

Next, before you start implementing any of the new strategies recommended from a course, clean up your management systems so that you can capitalize on new patients coming in. If someone calls, you want to be able to deliver!
2. Keeping Up with Technology

There's been an explosion of new technology that improves quality of care, streamlines operations and increases revenue opportunities. However, many dentists — saddled with six-figure loans from dental school and practice purchases — can’t afford to invest in new equipment and, thereby, have trouble competing effectively in the new dental economy.

Courses are one way to keep up with technology, but the best option is to bring trainers into your office. The company who sells you the technology should be able to train you — sales reps today are quite knowledgeable — or recommend someone who can. If companies don't have some form of education or training to offer, don't buy the product.

More than a value-add, it is an essential step to using the technology effectively. A lot of offices waste money on technology because they aren't using it properly or optimizing its value for the practice.

The business aspects of dentistry have become more complex, which means that dentists need additional business skills to achieve practice success today.
Schedule the procedures that will impact the bottom line the most and then fill in around those."

---

Kevin Henry
Co-Founder, IgniteDA

OPTIMIZE YOUR SCHEDULING PROCESS TO MAXIMIZE EFFICIENCY & REVENUE

To me, it's all about the schedule. Your business runs like a 2018 Porsche or 1982 Pinto based on your schedule. I know there are many practices who do not employ the system of block scheduling, and I don't understand why they aren't using this system.

Schedule the big blocks of time first. Schedule the procedures that will impact the bottom line the most and then fill in around those. I've often heard it explained like rocks, pebbles, and sand in a jar.

Put the big appointments in your schedule first that could produce the highest amount of revenue (rocks), the second-most productive appointments next (pebbles), and the least productive last (sand).

Make sure you have a scheduling policy in place so that everyone on the team understands why appointments are scheduled a certain way at a certain time. Someone placing an appointment on the schedule at will can sabotage the entire day.
The system you have when a patient walks in your door needs to be detailed as you will be collecting a lot of pertinent information in a short amount of time.

Systems – the agreed-upon processes for front- and back-office tasks – and the organization of them, are critical in the running of a dental practice.

A patient’s time is valuable, just as it is for the doctor and clinical team. We try to utilize technology as much as we can as this helps us to be more productive and efficient. This starts the moment a patient makes their first phone call to reserve time in your office and goes all the way through collections.

The system you engage when a patient walks in the door needs to be both thorough and efficient, as you will be collecting a lot of pertinent information in a short amount of time. When was the last time you evaluated this critical first-impression protocol?

The same thoughtful approach should be taken with back-office systems.

For example, as a patient enters the clinical area, having all the necessary instruments and materials ready chairside is critical in being able to perform at the standard of care your patient expects.

This builds trust with your patient and they in turn will tell their family and friends, which is critical to your internal marketing and building your practice.
A well-run and efficient hygiene program will open the doors to not only new patients, but to restorative, which all of us seem to only focus on.”

Dr. Izzy Naem, DDS
Dentist/Owner, Floss & Company

INVEST IN DENTAL ASSISTANT POSITIONS TO MAXIMIZE HYGIENIST TIME & DOUBLE PRODUCTIVITY

I’ve always considered our hygiene program as the single most important aspect of our practice.

A well-run and efficient hygiene program will open doors to not only new patients, but to restorative, which all of us seem to focus on.

I believe that all providers should have assistants. As dentists we are responsible for production and expect to have one or two assistants to help us in said production. So, I pose the question: **Why doesn’t the hygienist get the same luxury?**

If you give your hygienist one hour for an exam, diagnostic images, prophy polish, and scaling, then they are limited to only produce for the office on an hourly basis. **Now if you adopt “assisted hygiene” you can increase that number to two or three prophy appointments an hour per hygienist.**

Blasphemy, you ask?

Think about it this way: The only thing you should want your hygienist to do is a focused 20- or 30-minute hand scaling, utilizing the assistance of power scaling for patients who need a little more TLC. The patient still gets one hour in the chair but only 20 to 30 minutes with the hygienist.

You will have assistants scheduled on hygiene duty. They will be responsible for diagnostic images and prophy polishing.

I set aside the last three to four hours of my day for just assisted hygiene schedule. Two hygienists working out of six chairs. Dentist quits the day and goes on exam duty. You will see both your bottom line and new patient numbers increase.
Section 3  Keep Building Your Business

RUN THE PLAY:

1. **Patients notice everything.** Make sure your sterilization procedures set you apart in the right way!
   SANDY PARDUE

2. **The best way to address the modern challenges of the dental practice is through education.** Find out what options are on the table to help grow your business acumen and optimize your existing investment in technology.
   ROGER LEVIN

3. **Implement a scheduling policy!** A clear sense of priorities will make sure your day is both profitable and productive.
   KEVIN HENRY

4. **Do a run-through on existing front- and back-office systems** to see where the team can make small changes to improve the patient experience.
   TERRI LENIHAN, CDPMA, FAADOM

5. **Empower your hygiene team with dental assistants.** This will maximize their clinical time with patients while simultaneously boosting productivity.
   DR. IZZY NAEM
If your goal is to create a highly regarded, contemporary and profitable practice, you need to leverage every opportunity to be more systematic and less chaotic. This is critical to operating at peak efficiency and offering optimal patient care. What are you doing to help your practice reach that next level?

**In this section, you’ll find tips and best practices that will help you:**

- Create an efficient and safe work environment for your dental team.
- Maximize the investment in your instruments.
- Use your sterilization and instrument reprocessing to attract and turn new patients into loyal customers.
INVESTING IN A BETTER WAY TO DELIVER THE BEST CARE

Your practice can gain efficiencies by improving the way instruments are handled and processed. Here are a few simple ways to start:

1. **Use puncture-resistant utility gloves**
   When handling and reprocessing contaminated instruments, using puncture-resistant gloves will reduce the potential of accidental sharps injury and chemical exposure.

2. **The use of cassettes**
   The clinical team should remove any disposable items from the cassette either in the treatment room or in the sterilization area. The cassette is closed and placed in an ultrasonic cleaner or in an instrument washer.

3. **The use of ultrasonic units and instrument washers-disinfectors**
   Hand scrubbing contaminated items prior to sterilization has been shown repeatedly to be the least effective method for cleaning.

Without a cassette, the instruments must be handled individually or in groups for placement into the ultrasonic unit. Not only is this more time-consuming, but it poses a safety hazard to the clinical team member who is handling the contaminated instruments.

Additionally, cassettes help fulfill the OSHA requirement for transporting contaminated sharp items in closed containers.

Overlooked residual organic debris can remain, and subsequently can be baked on items during heat sterilization.

The same principle applies when assessing cleaning effectiveness after instruments and other items are mechanically cleaned in ultrasonic units or washer/washer-disinfectors. There is a new generation of standardized chemical monitors available to ascertain cleaning of contaminated items prior to sterilization.
In my opinion there is no way to practice efficiently without a strong instrument management system in place. This is a no-brainer.

In my discussions with dental professionals around the world, I think that the number one thing that dentists need to understand about their teams is that they want to help with growing and ensuring the success of the practice because it benefits everyone.

In order for this to happen, the dentist needs to be able to trust his team members, delegate responsibilities to them and let them do their jobs. It is okay for them to make mistakes along the way as long as they learn from them. After all, the best way for anyone to learn is from their mistakes.

However, to help set their team members up for success, it is crucial to establish efficient systems for everyone to follow. A proven instrument management system is a big component of this.
"Every minute we save with our instrument management system is an investment in our practice productivity."

WORK SMART, NOT HARD

If chair time is our most valuable asset and statistics show that 94% of our success is in our systems, then every minute we save with our instrument management system is an investment in our practice productivity.

Highly organized cassettes that are wrapped and stored allow for consistently having the right instrument setups and easy treatment room breakdown.

Imagine a dentist/assistant team firing on all cylinders in this one area, versus the masses who get up once, twice...three times during a procedure to go find the instruments they need. It easily adds five minutes to that procedure. Multiply that by the number of patients seen and the number of providers and you easily find that the opportunity to add another one or two patients per day to the schedule is there.
Most clinicians thrive on organization and predictability, and a cassette-based sterilization system has become one of several key components...

CUSTOMIZE YOUR INSTRUMENT MANAGEMENT SYSTEM TO STREAMLINE WORKFLOW

A cassette-based sterilization system significantly impacts the overall efficiency of instrument reprocessing by the very fact that it effortlessly combines the cleaning, sterilization, storage and organization of instruments into one integrated system.

Most clinicians thrive on organization and predictability, and a cassette-based sterilization system has become one of several key components within the clinical side of my practice that allows me to achieve this goal.

Cassette-based sterilization systems take the sophistication of Hospital Operating Room cassette setups that oral and maxillofacial surgeons are already accustomed to and elegantly translate this concept to private practice specialty and general dentistry. With so many sizes and color variations available, it allows me to have unique cassette setups for routine exodontia, bone grafting, sinus augmentation and separate ones for soft tissue biopsies and hard tissue biopsies, with separate ones for the different types of maxillofacial trauma I treat (mandibular, midface, orbital).

Additionally, with most offices having multiple practitioners and now multi-specialties within one practice, an instrument management cassette system is highly adaptable and versatile. It provides the added benefit for creating unique setups for each doctor in the practice, since different doctors can have varied preferences of instruments. This eliminates assistant errors in armamentarium setups for doctors/procedures, reduces waste, reinforces clinical structure and the concept of protocols and helps convey an organized delivery of care to patients.

All these attributes to cassette-based systems work synergistically to increase patient flow and decrease overhead—which increases a practice’s bottom-line.
Section 4  Leverage Better Methods

RUN THE PLAY:

1. Your practice can gain efficiencies by improving the way instruments are handled and processed.
   DEBBIE SEIDEL-BITTEK, RDH, BS

2. Actively engage team members to help design the processes that drive your practice.
   DR. EDWARD LIN

3. Invest in instrument management to drive practice productivity -- every minute we save is an investment in our practice's productivity.
   DAVID RICE

4. Ensure organization and predictability by customizing your instrument management system to streamline work-flow.
   STEVEN KOOS
Click on the images below to see the videos of real users of Hu-Friedy’s Instrument Management System (IMS) who were happy to share how their practices have improved since the implementation of IMS.

Dr. Izzy Naem, DDS
Dentist/Owner, Floss & Company

Dr. Michael Drone, DDS, MS
Drone Dentistry and Prosthodontics

Dr. Jeff Wojno, DDS
Always There Dental Care

Dr. Edward Lin, DDS, MS
Doctor, Orthodontic Specialists of Green Bay

Steven Koos, DDS, MD
Surgeon/Owner, ORA Oral Surgery & Implant Studio
Whether you tackle team and patient engagement first, or start with some tweaks to your instrument management practices, the important part is continuing to make small moves that will grow the business. In working with thousands of private practices, we at Hu-Friedy have heard incredible tales of change that started with small practice shifts.

The moves you make behind-the-scenes can get you ahead of the curve faster than you might believe.

WHAT’S NEXT?

Ready for another free eBook from Hu-Friedy?

DOWNLOAD
Essential Guide to Infection Control

DOWNLOAD
The Journey to Better
How can your practice improve its processes?

See how you stack up with our Infection Control Self Check

www.Hu-Friedy.com/SterilizationQuiz