

Proactive Leadership and Strategic Scheduling Drive Successful Reopening

Practice Solutions Profiles
Beth O'Connor, D.D.S.
Lakewood, Washington



Proactive Leadership

Started taking COVID-19 safety precautions in February



Strategic Scheduling

Treated emergency patients throughout the shutdown while preparing for reopening



Expert Support

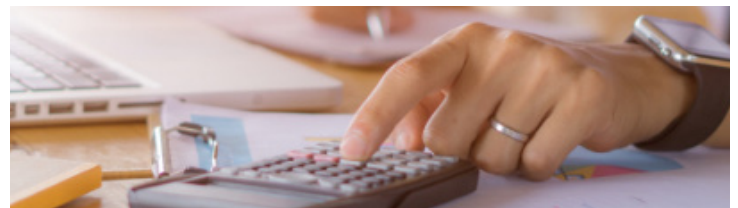
Followed each step of the Practice Solutions recovery initiatives

Leading in the Age of COVID-19

When Dr. Beth O'Connor heard about COVID-19, she believed a pandemic was inevitable. She immediately ordered PPE and initiated new safety protocols early on before the virus spread. Dr. O'Connor also anticipated the shutdowns and completed as many restorative cases as possible before closures.

When she temporarily closed her practice, Dr. O'Connor furloughed her team and encouraged them to seek unemployment benefits. She immediately reached out for support from peers, her Practice Solutions consultant, and the experts at Spear. In between treating emergency patients, Dr. O'Connor watched webinars, attended virtual seminars, and followed a strict schedule to ensure her time was spent as productively as possible. She started to prepare for reopening by following the recovery framework provided by Spear.

Dr. O'Connor was able to reopen her practice and bring back all her staff, as well as an additional team member. Patient care has been transformed in their office in a very short time. She is proud of her team and thankful for the patients who continue to trust in their expertise.



"The practice management experts at Spear were very quick to develop tools and plans to help us with reopening. I relied on the experts at Practice Solutions, including my consultant, to make sure my team and I were prepared."

- BETH O'CONNOR, DDS, LAKEWOOD, WA