



New Dental Practice

Front Office Supply Checklist

Technology & Core Systems

- ☐ Practice Management Software
- ☐ Business-grade computers/monitors for each workstation
- ☐ Dual monitors for insurance/scheduling workstations
- ☐ VoIP phone system with call recording/analytics capability
- ☐ Secure business Wi-Fi + guest Wi-Fi
- ☐ Battery backup/UPS for modem, router, server/network equipment
- ☐ IT-managed firewall, endpoint protection, and password manager
- ☐ HIPAA-compliant email, messaging, and data backup solution
- ☐ Document scanner
- ☐ Electronic signature pads or tablets for forms
- ☐ Label printer
- ☐ Multi-function printer/copier/scanner; fax only if still required

Payment, Billing & Revenue Cycle

- ☐ EMV/contactless credit card terminals
- ☐ Online payment portal and text-to-pay option
- ☐ Locked cash drawer or lock box
- ☐ Check scanner/mobile deposit process if applicable
- ☐ 10-key calculator
- ☐ Statement envelopes or e-statements setup
- ☐ Outside financing resources and brochures/QR codes
- ☐ Insurance verification platform or payer portal access list

Patient Check-In / Check-Out

- ☐ Patient tablets or kiosk for digital forms
- ☐ QR code signage for online forms, reviews, and payments
- ☐ Appointment reminder cards only if still used
- ☐ Business cards or digital contact card QR code
- ☐ New patient welcome packets and/or branded folders
- ☐ HIPAA Notice of Privacy Practices copies/signage
- ☐ Financial policy and consent templates
- ☐ Clipboards and pens as backup for downtime only

Office Supplies

- ☐ Copy paper and letterhead if used
- ☐ Post-it notes, notepads, message pads
- ☐ Pens, highlighters, permanent markers
- ☐ Scissors, stapler/staples, paper clips, binder clips, tape
- ☐ File folders only if paper charting or admin files are retained
- ☐ 3-ring binders/tabs for EOBs only if not fully digital
- ☐ 3-hole punch if binders are used
- ☐ Drawer organizers and desk trays
- ☐ Shred bin or cross-cut shredder for PHI
- ☐ Envelopes for statements/miscellaneous mail

Reception / Patient Comfort

- ☐ Comfortable reception seating
- ☐ Charging station or outlets for patients
- ☐ Water / coffee station (if desired)
- ☐ Facial tissues and no-touch trash cans
- ☐ Children's books, toys, or activity items (if applicable)
- ☐ Prize box, tokens, stickers, or small rewards for children
- ☐ Updated signage: hours, payment options, Wi-Fi, check-in instructions

Compliance, Security & Downtime

- ☐ Locked storage for checks, cash, and sensitive documents
- ☐ Role-based system logins; no shared passwords
- ☐ Posted emergency numbers and downtime procedures
- ☐ Cybersecurity/PHI incident response contact list
- ☐ Daily deposit log and end-of-day checklist
- ☐ Secure disposal process for PHI and expired documents
- ☐ Business associate/vendor contact list