



PRACTICE OPERATIONS

The dentist's ChatGPT SOP playbook

Talk through the way your practice already works and turn it into an SOP manual the team will actually follow.

9

PAGES

PDF

FORMAT

10 min

READ



How to talk through the way your practice already works and turn it into a clear SOP manual your team can actually follow.

The workflow: Talk → Organize → Review → Approve → Train.

The goal is not to write a 200-page binder nobody reads. It is to capture the recurring processes that make your practice consistent, then turn them into simple instructions, checklists, and training tools.

Built for dentists and practice owners who have too many processes living inside people's heads.

The fastest way to build SOPs

Do not write them. Explain them.

Open ChatGPT, start a voice conversation, and explain a process exactly like you would explain it to a new employee on their first week.

- 01 **Pick one process.** Do not try to document the entire practice in one conversation. Start with one repeatable workflow.
- 02 **Open ChatGPT Voice.** Use the voice icon and talk through the process naturally.
- 03 **Explain what really happens.** Who starts it, what information they need, which system they use, what can go wrong, and how the process ends.
- 04 **Let ChatGPT interview you.** Tell it to ask follow-up questions whenever the process is unclear or missing a decision point.
- 05 **Generate the SOP.** Have ChatGPT turn the conversation into a step-by-step SOP, checklist, training summary, and manager audit.

PROMPT · START THE VOICE CONVERSATION WITH THIS

I am going to explain how our dental practice handles [PROCESS]. Act like an operations manager documenting this process. Listen first. Do not write the SOP until I say I am finished.

As I explain it, ask me one follow-up question at a time whenever:

- a step is unclear
- I skip who owns the step

PROMPT · START THE VOICE CONVERSATION WITH THIS (CONT.)

- there is a decision point
- there is an exception
- there is no clear definition of "done"

When I say "finished," turn the process into:

- 1) a clean SOP
- 2) a one-page checklist
- 3) a training summary for a new employee
- 4) a manager audit checklist

Document these SOPs first

Start where inconsistency costs the practice money.

The best first SOPs are high-frequency, high-friction processes that affect patient experience, collections, scheduling, or team accountability.

PRIORITY SOP	WHY IT MATTERS
01 New patient phone call	Sets expectations and directly affects appointment conversion
02 Insurance verification	Reduces surprises and front-desk rework
03 Cancellations / no-shows	Protects the schedule and defines follow-up
04 Unscheduled treatment follow-up	Creates a consistent process after diagnosed treatment
05 Opening the office	Makes daily readiness measurable
06 Closing the office	Prevents missed tasks at the end of the day
07 Emergency call handling	Clarifies what information to gather and when to escalate
08 New employee onboarding	Makes training less dependent on one person
09 Patient financial conversations	Keeps payment-option explanations consistent
10 Review / referral request	Turns word-of-mouth into a repeatable system

Do not start with clinical protocols. Start with operational workflows the owner already understands well.

Compliance. Clinical SOPs should follow the appropriate professional, legal, manufacturer, and regulatory standards for your practice.

What a good dental SOP should contain

If it cannot be followed, it is not an SOP.

Every SOP should make it obvious who does what, in what order, with what tools, and what happens when something goes wrong.

SECTION	WHAT TO INCLUDE
Purpose	Why this process exists and what outcome it protects
Owner	The role responsible for completing the process
Trigger	What starts the process
Required information	What must be known before starting
Steps	The exact sequence in simple language
Decision points	If X happens, do Y; if not, do Z
Exceptions	Common scenarios that do not follow the normal path
Escalation	When the team must involve a manager or doctor
Definition of done	The measurable result that means the process is complete
Audit	How a manager checks whether the SOP is being followed

PROMPT · TURN MY EXPLANATION INTO A STRONGER SOP

Rewrite this SOP using the following structure:

- SOP name
- purpose
- owner
- trigger
- required information/tools
- step-by-step procedure

PROMPT · TURN MY EXPLANATION INTO A STRONGER SOP (CONT.)

- decision points
- common exceptions
- when to escalate
- definition of done
- manager audit checklist

Use clear instructions, not vague advice. If any part of the process is still ambiguous, list the missing decisions at the end instead of guessing.

Turn each SOP into training

Documentation is useful. Training is what changes behavior.

Once ChatGPT creates the SOP, use the same source to create multiple tools for the team. One conversation can become the full training package.

OUTPUT	USE
One-page checklist	Keep beside the workstation or in the practice knowledge base
New-hire summary	Teach the process without handing someone a long document
Role-play scenarios	Practice difficult phone calls or exception cases
Quiz	Check that the employee understands the process
Manager audit	Verify the SOP is actually being followed
Coaching script	Give managers consistent language for correcting the process

PROMPT · CREATE THE TRAINING PACK

Using the approved SOP above, create:

- 1) a one-page employee checklist
- 2) a 10-question training quiz with answer key
- 3) 5 realistic role-play scenarios
- 4) a manager observation checklist
- 5) the 5 most common mistakes a new employee is likely to make
- 6) a short coaching script a manager can use when correcting those mistakes

PROMPT · CREATE THE TRAINING PACK (CONT.)

Do not add policies that are not in the approved SOP.

Build one master SOP manual

One source of truth. Not 17 random Google Docs.

Once several SOPs are approved, combine them into a single organized manual. Keep the editable master in your normal document system, then export a PDF version for easy distribution or reference.

SECTION	EXAMPLES
Front Desk	New patient calls, scheduling, cancellations, insurance verification
Treatment Coordination	Consult follow-up, unscheduled treatment, financial conversations
Daily Operations	Opening, closing, supplies, handoffs
Patient Experience	Review requests, complaint escalation, communication standards
People / Training	Onboarding, role expectations, training checks
Management	Daily huddles, reporting, audits, accountability

PROMPT · MASTER MANUAL

Combine these approved SOPs into one dental practice operations manual. Organize them by department.

For each SOP include:

- title
- version number
- last reviewed date
- owner
- purpose
- procedure
- checklist
- audit criteria

PROMPT · MASTER MANUAL (CONT.)

Create a table of contents at the beginning. Do not change the approved steps. Flag duplicate or conflicting instructions so I can resolve them before the manual is finalized.

NAMING CONVENTION

RULE · NAMING CONVENTION

[DEPARTMENT]_[SOP NAME]_v[VERSION]_[YYYY-MM-DD]
FrontDesk_NewPatientCall_v1_2026-08-27

The SOP review system

An outdated SOP is worse than no SOP.

Every process needs an owner and a review cadence. If nobody owns the document, the binder slowly becomes fiction.

CADENCE	WHAT TO DO
Monthly	Fix small wording issues discovered by the team
Quarterly	Review high-frequency SOPs and recurring exceptions
After a mistake	Ask whether the SOP was missing, unclear, or simply not followed
After software/process change	Update steps immediately
Annually	Full manual review and version cleanup

PROMPT · AFTER-A-PROBLEM REVIEW

We had the following operational problem: [DESCRIBE WHAT HAPPENED].

Compare what happened against this SOP. Tell me:

- 1) which step was missed
- 2) whether the SOP was unclear or incomplete
- 3) whether a new exception should be added
- 4) what manager coaching is needed
- 5) the smallest SOP change that would reduce the chance of this happening again

PROMPT · AFTER-A-PROBLEM REVIEW (CONT.)

Do not rewrite the entire SOP unless necessary.

Compliance note. Administrative SOPs are the easiest place to start. For clinical care, infection control, privacy, employment, billing, and other regulated areas, your SOPs should reflect the standards and legal requirements that apply to your practice and jurisdiction.

Standardize the practice behind the scenes — and patient education in the operatory.

MOLAR gives dentists and dental teams a growing library of visual patient-education videos built for treatment conversations inside the practice.

ARE YOU A DENTIST OR DENTAL PROFESSIONAL?

Use MOLAR chairside, on an iPad, in consultation rooms, or on practice TVs so patients can actually see what you are explaining.

- Visual explanations for treatments, procedures, and dental conditions
- Useful during consultations and treatment discussions
- Built for phones, tablets, computers, and practice TVs
- A growing library your team can use instead of explaining everything from scratch

Explore the MOLAR Patient Education Library. Instead of explaining everything from scratch, show them.



THE NEXT STEP

Stop making content. Start getting patients.

MOLAR is the content engine for dentistry — a patient-education library your practice can run every week without a camera crew, an agency retainer or a blank calendar.

MOLAR TV

01

A streaming library of patient-education video, built for the chair, the waiting room and your feed. Start the 14-day free trial and use it on a real patient this week.

Start the 14-day free trial

MOLAR Social

02

Your practice feed, produced for you. Scripts, edits, captions and a posting calendar that runs off the treatments you already sell. See a live demo of a real practice feed.

Explore MOLAR Social

Book a call

03

30 minutes with the MOLAR team. We look at your site, your market and what you are posting now, then tell you the shortest route to more booked treatment.

Book a call with MOLAR