



# U.S. Oral Surgery Management

## USOSM News & Updates

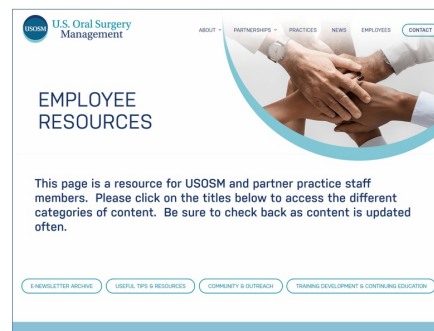
Cheers! In our fifth edition of the e-newsletter, we are excited to kick off a new series of customer service on-line training and team member “shout-outs”!

As we continue to learn about our ability to begin elective care in our offices, we want to hear from you as it relates to collaborating with one another and your patients. Please continue sharing your “shout-outs” with us, so we can celebrate you, your team members and doctors! Similarly, please make sure to review each section of the e-newsletter, and don’t miss your opportunity to encourage and inspire one another!

## USOSM Employee Resource Website

The Employee Resource website is your source for all the content we have created over the past two months. We hope you find the information and posts useful, inspirational and fun. If you have any requests for information or have feedback regarding the site, let us know:

- **E-newsletter Archive**
- **Useful Tips & Resources**
- **Community & Outreach**
- **Training, Development & Continuing Education**



[Visit the Employee Resource Website](#)

## Training, Development & Continuing Education

"To give real service, you must add something which cannot be bought or measured with money, and that is sincerity and integrity" - *Douglas Adams*. We are excited to introduce our new customer care videos from the Total Patient Service Institute. Please be sure to check them out along with the PPE Review.

- [NEW - Law of 5 to 1](#)
- [NEW - Self Talk](#)
- [PPE Review](#)



## Useful Tips & Resources

It's time to return to work, so we have included resources and tips you

most certainly will need. Our new normal will be a bit challenging, but with daily affirmations, you should be able to tackle the day. And in order to keep you on track, we have included the new Return to Work Operations Checklist. Let us know if there are other things you would like included here next time.

- [NEW - Return to Work Operations Checklist](#)
- [NEW - Return to Work Policies and Procedures](#)
- [NEW - Self-Affirmations to Help You Stay Motivated](#)
- [5 Mistakes When Wearing Face Masks](#)



## Community & Outreach

We've got laughs, shout-outs and some things with which to be grateful. The community spirit in our practices continues to grow. Here are some **NEW** Community & Outreach links we hope you enjoy:

- [NEW - Quarantine Post #4](#)
- [NEW - Laughter is the Best Medicine](#)
- [NEW - Lighthearted Links #4](#)
- [NEW - Happy Song](#)



Remember to send photos and stories to [marketing@usosm.com](mailto:marketing@usosm.com), so we can share with other members of the USOSM family.

## Our Values - The *Power* to Achieve More...Together

- P** Passion for Patient Care
- O** Outstanding Results
- W** Winning Attitude
- E** Embracing Continuous Improvement
- R** Respect for Self and Others

Success is not the key to happiness.  
Happiness is the key to success. If you  
love what you are doing, you will be  
successful. - *Albert Schweitzer*