



# U.S. Oral Surgery Management

## USOSM News & Updates

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We are pleased to bring you the eighth edition of our e-newsletter. This edition is all about YOU! We hope you enjoy the posts about how many of our practices are rallying toward full recovery from COVID-19. We are also sharing new customer service training segments that will provide you with simple tools so you can put your best foot forward in all your professional – and personal – encounters.

Moving forward, we will publish the e-newsletter quarterly and will feature employee engagement, team recognition, online resources, development and USOSM current events.

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### Thank you from our CEO, Rick Hall

"I truly appreciate all the hard work and sacrifice you have provided through the COVID-19 crisis. Watching everyone rise to the occasion and help each of your practices weather this unprecedented storm has been amazing. Thank you."

[Click here to read more from Rick](#)



*Richard J. Hall, CEO*

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### Training, Development & Continuing Education

Patient satisfaction will always be a critical part of growing a healthy practice. Managing expectations with respect to delays, wait times, and the components of a visit, along with communicating the costs associated with various services, can directly impact patient satisfaction and the bottom line. Effective communication can mean the world to those with which we interact. Check out our newest customer service videos below.

- [NEW - Orienting Comments](#)
- [NEW - Mirroring](#)
- [Happy To Do It](#)
- [Purpose of the Practice](#)



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### Useful Tips & Resources

Summer is here and we are all tired of being cooped up at home. Find out the latest recommendations from the CDC regarding traveling along with some other updates on how COVID-19 spreads.

- [NEW - CDC UPDATES HOW COVID-19 SPREADS](#)
- [NEW - CDC Offers Considerations for Travelers](#)
- [Staying Sharp in Dull Seasons](#)
- [Allergies or COVID-19?](#)



## Community & Outreach

Vince Lombardi said, "Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work." As we all come together to return to work, that commitment is what will get us through hectic days ahead. Thank you to everyone out there working so hard. We appreciate you! Please keep sending us stories and shout outs.

- [NEW - Back To Work 2](#)
- [NEW - Staff Shout Outs](#)
- [PPE Giveaway](#)



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

Coming together is a beginning; keeping together is progress; working together is success. - *Henry Ford*