DENTAL PRACTICE RESOURCE

Business Continuity Checklist for Dental Practices

Prepare appointments, imaging, phones, payments and dental practice systems for technology disruption and controlled recovery.

REVIEWED	Ashley Tietze, Managing Director
UPDATED	3 August 2026
USE	Planning aid - not a compliance certification

How to use this resource

Work through each item with the people responsible for the process. Record evidence, an owner and a realistic due date for every gap. The online version provides related guidance and service links.

01 Define the essential working day

1 List time-critical services

Document what reception, clinicians and management need in the first hour, day and three days.

Evidence / owner / due date: _____

2 Map dependencies

Connect practice software to servers, imaging, internet, phones, identity, payments and vendors.

Evidence / owner / due date: _____

3 Set recovery priorities

Agree which services return first and who may close, reschedule or limit operations.

Evidence / owner / due date: _____

4 Keep contacts offline

Maintain approved offline IT, software, carrier, insurance and leadership contacts.

Evidence / owner / due date: _____

02 Prepare safe workarounds

1 Appointments and communication

Define how staff access the schedule and advise patients without uncontrolled lists.

Evidence / owner / due date: _____

2 Imaging and specialist equipment

Document safe acquisition, storage and reconciliation after recovery.

Evidence / owner / due date: _____

3 Internet and phones

Provide tested managed failover where cloud software or calling is critical.

Evidence / owner / due date: _____

4 Payments and administration

Define approved offline processes and later reconciliation.

Evidence / owner / due date: _____

03 Prove recovery works

1 Protect multiple backup copies

Use automatic local and off-site copies, including appropriate isolation or immutability.

Evidence / owner / due date: _____

2 Test restoration quarterly

Recover representative systems, record timing and validate applications and integrations.

Evidence / owner / due date: _____

3 Exercise the team

Run a short scenario with reception, clinicians and management.

Evidence / owner / due date: _____

4 Track improvements

Assign every gap an owner and due date; review after meaningful change.

Evidence / owner / due date: _____

IMPORTANT CONTEXT

This checklist supports planning but does not replace clinical governance, work health and safety, privacy, insurance or legal advice. Downtime procedures must be approved by the practice.

Open the current online guide and related resources

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