A FREE GUIDE BY LAURA NELSON · BRUSH UP ON AI

Stop being the

Human SOP

Talk a task through once, let AI turn it into steps anyone can follow, and keep it current without rewriting a thing.

10 minutes a day | Works in ChatGPT or Claude | No patient info, ever

Every office has that one person. The one everybody asks. Where's the supply order? How do we close out the day? What do I say when the lab calls?

If that's you, here's the thing. You probably already wrote some of it down. And they still come ask you. The minute you write an SOP and save it somewhere, it's out of date. Things change so fast in a dental office, and even when people know it's written down, they can't find it.

So don't just write it. **Say it.** Below are five steps, each with a prompt you can copy into ChatGPT or Claude. Do one a day this week.

Quick AI reminder: **no patient info goes in. Ever. Pick tasks like opening the office, ordering supplies or running the end-of-day report. If you need an example, use placeholders like [PATIENT FIRST NAME] or [APPOINTMENT DATE].**

1 Pick the task they always ask you about

Don't start with the binder. Start with the one question you answered three times last week. That's the SOP your team needs most, and it's the one that buys you the most time back.

FIND YOUR FIRST SOP

I work at a dental office as [your role, like office manager or front desk lead]. Help me pick the first SOP to write. Ask me 5 quick questions about what my team interrupts me for in a normal week. Then give me the top 3 tasks to document first, with one line on why each one matters. Nothing about patients, just how the office runs.

WHAT GOOD LOOKS LIKE

You have one task picked, and it's something that comes up every single week.

2 Say it out loud, once

Open voice mode in ChatGPT or Claude, or use the microphone on your keyboard. Talk the task through like you're training someone new at the desk. Don't clean it up. Say the shortcuts, the "oh, and also," the part only you know. Then paste this.

TALK IT INTO STEPS

Turn what I just said into a step-by-step SOP a new hire could follow. Number the steps. Ask me about anything I left out.

WHAT GOOD LOOKS LIKE

Numbered steps, plus a few questions back to you about things you skipped. Answer them, and it fills the gaps.

3 Test it like it's their first day

You know the task too well to spot what's missing. So have AI read it like someone who knows nothing. This is where the "wait, where's that?" moments show up before a real person hits them.

NEW HIRE TEST

Read these steps as if you're a brand-new team member on your first day at a dental office. List every spot where you'd get stuck or have to go ask someone. For each one, suggest the line I should add to the SOP.

[paste your SOP]

WHAT GOOD LOOKS LIKE

A short list of gaps, like "Where is the login?" or "Who do I call if the report won't print?" Add the answers and you're done.

4 Update it by talking, not rewriting

This is the part that keeps it from going out of date. When something changes, you don’t open the document and start over. You just say the new part.

SAY THE CHANGE

Here's my current SOP:

[paste your SOP]

Something changed: [say the change, like “we moved the end-of-day report to 5:00”]. Update only the steps that change and keep everything else word for word. Put today’s date and one line about what changed at the top.

WHAT GOOD LOOKS LIKE

The same SOP with one or two steps changed, and a "last updated" line at the top so everyone knows it's current.

5 Put it where your team already looks

An SOP nobody can find is just another thing to ask you about. Keep it in the one spot your team already checks every day, not a new folder they'll forget about.

MAKE IT FINDABLE

Turn this SOP into a one-page version for [where my team already looks: our shared drive, a binder at the front desk, our team chat]. Give it a short title people would search for, numbered steps, a "last updated" line, and who to ask if something looks wrong.

[paste your SOP]

WHAT GOOD LOOKS LIKE

One clean page, saved where your team actually looks. Next time someone asks, you send the link instead of the answer.

Your 5-day plan

Monday. Run step 1 and pick your first SOP.

Tuesday. Say it out loud and get your numbered steps.

Wednesday. Run the new hire test and fill the gaps.

Thursday. Put it where your team looks and tell them it's there.

Friday. Change one small thing by saying it out loud. Then pick next week's SOP.

Do this once a week and in a month you're not the human SOP anymore. And you get to take a day off.

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