

## staffing

## RDH Temps, Inc.

### Serving the Dental Community's Permanent and Temporary Staffing Needs

By Margo Steiner

Ask Diane Zack (Seigal), founder of RDH Temps, Inc., what clients value most and she responds quickly: responsive customer service, long-term relationships and staff well trained in today's technology. Zack ought to know. Her placement firm for temporary and permanent dental personnel — the oldest and largest in New England — has been providing just those services for 28 years.

Last year, in fact, the firm sent out 1,100 W-2s.

RDH Temps' *modus operandi* today is essentially no different than it was in 1979, when the Forsyth alumnus founded it: Seize opportunities and grow them. Everything about the dental staffing agency says growth, progress and future, including the recent addition of a new partner. As Zack points out, "The company is growing by leaps and bounds — technologically, in numbers of assignments and placements, in the number of staff and in its geographic spread and customer service."

Though based on Cape Cod, RDH Temps' reach extends throughout New England. Thanks to constant investments in technology, the firm boasts the largest database of qualified candidates in the Northeast, something that enables it to quickly supply well-screened staff to clients, an important feature of the agency.

The recent addition of partner Kerry Bastow promises to bring even more benefits to clients. Bastow, whose background is in business and technology, created the company's first computer software package six years ago, and in

her new role has aggressive plans to build the technology/Web end of the business.

Clients who use RDH Temps do so primarily because of the number of placements the firm is able to make available to them, but courteous service and prompt payment, including direct deposit, is also a plus for many. "We're staffed by dental professionals," Zack says, "and that's



something both our clients and temps appreciate. They know we understand their needs because we have a thorough understanding and knowledge of the field."

The agency is continually adding new programs to enhance its services. "We offer an online OSHA course for our staff and will be offering other online courses in the next few months," notes Zack. "In addition, we have a group we call our ACEs (Additionally Credentialed Employees). These are temps who earn bonuses and recognition for additional credentials and documentation they provide." The firm also gives any temp who works over 1,000 hours a year for the company a bonus.

RDH Temps verifies all professional licenses and does I-9 verification on all its employees.

In fact, it's the only agency that has full professional liability insurance on all the dental hygienists and assistants it places. Recently, it has also begun to do criminal background checks on all new staff members.

RDH Temps has 12 office staff members to serve its customers. Matching, whether permanent or temporary, is done by utilizing the company's state-of-the-art computer program, which uses specific criteria regarding skills, experience, specialties and location, along with the knowledge of the three permanent placement coordinators. This enables RDH Temps to make the best matches between candidates and offices. The company is a member of the American Staffing Association and the Massachusetts Staffing Association,

as well as Associated Industries of Massachusetts. Each of these organizations keeps the firm current on local and national staffing issues.

Diane Zack is active in a variety of professional associations and is a past president of the Massachusetts Dental Hygienists Association. She currently serves on the Allied Health Committee of the Massachusetts Dental Association, and in 2006 received the Esther Wilkins Distinguished Alumni Award from Massachusetts College of Pharmacy.

*For more information on RDH Temps, which is available to clients from 7 a.m. to 9:30 p.m., visit its website at [www.rdhtemps.net](http://www.rdhtemps.net) or call 800-462-8367. Diane Zack (Seigal) can be reached by e-mail at [dzseigal@rdhtemps.net](mailto:dzseigal@rdhtemps.net) or via mail at P.O. Box 2056, Dennis, MA 02638. ■*