**52 Weeks to Success C.A. Program**

**Benchmark 6**

**Worksheet**

Answer the following questions:

1. How long does a Report of Findings take?
2. Will the Doctor or C.A. go over the contents of the ROF folder?
3. Are we getting commitment to the care plan on the 2nd visit?
4. Are we scheduling out the care plan appointments?
5. Are we collecting fees / setting up payment plans?
6. Are we losing patients after the 1st or 2nd visit?
7. Are we using passive and active education communication?
8. What is our goal for improvement?

Practice the scripts for the Second Visit discussed in the PowerPoint presentation and in your materials.

Make sure all team members are on board with the 2nd Visit System and know what their part is.

Procedures are a template to increase capacity and efficiency. They are not unbreakable laws. Do what is in the patient’s best interest.