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**52 Weeks to Success**

**Chiropractic Assistant Program**

**Benchmark 4 Scheduling Procedures**

**Core Objective:**

Organizing the flow of patients for efficiency and timeliness will help you see more New Patients, increase adjustment visits, and increase retention. Established patients want to be seen in a timely manner and your doctor wants to stay busy. The objective of this benchmark is to **Process new patients, reports and exams in an efficient manner, and to create blocks of time for adjustments only.**  Manage your time and you manage your energy. As your practice grows and you get busier, having a procedural system for scheduling enables your practice to serve more patients, get more done in the same hours as before, but with much less stress.

**Better scheduling = Bigger volume**

**Key Takeaways:**

* Scheduling for NP’s, R.O.F.’s and ReExams.
* Scheduling multiple patients at the same time.
* Scheduling the NP Talk (Doctor’s Report)
* Handling Walk-Ins
* Starting up multiple family members in one visit
* Directing “Traffic”
* Keeping patients on their care schedule

**Questions for Team Discussion:**

1. Discuss where your day gets “bogged down”
2. How long is the Doctor in with a New Patient? R.O.F.? ReExam?
3. If we were to see 20/30/40/50 more patient visits a day, what would break down?
4. What can you do as a C.A. to leverage the doctor’s time? i.e. help with exam or x-rays?
5. How long are patients waiting to get an adjustment once they arrive in the office?
6. Where is our traffic jam?
7. What should we do during a blocked out NP time if there is no NP scheduled?
8. What are some changes that we can implement to begin improving in this area?

**Resources:** Benchmark 4 (Powerpoint/Worksheets/Team Discussion