**52 Weeks to Success** 

**Chiropractic Assistant Program**

**Benchmark 9 The Recall / Missed Appointment System**

**Core Objective:**

As a Chiropractic Assistant, your job is to support our patients and ensure that they are consistent with their care recommendations.

Your doctor has made these recommendations to address their health concerns and to enable patients to get the best results from their chiropractic care. We take time to discuss their health on their first visit, review and make recommendations on their second visit, and educate them about chiropractic, subluxation, the nerve system and the body’s ability to heal in our Doctor’s Report.

As your practice grows, sometimes patients can seem to “slip through the cracks”. There are several reasons why a patient may miss their appointment. Busy schedules, forgot, something came up, or even “I’m feeling better”.

Since you, the Chiropractic Assistant, are the point of contact for patients, having an efficient system for missed appointments and recalls will ensure that patients are not forgotten as your practice grows. Being able to handle these calls in a professional and competent manner is an important part of building and growing a successful practice. Developing your communication skills in this area will help you create trust and confidence in your doctor and your practice.

**The objective of this benchmark is to:**

1. Get the patient back in.

2. Know the patient’s care plan/schedule.

3. Professionally handle reasons why they missed or stopped.

4. Always be courteous and do what is in the patient’s best interest.

5. KEEP THE PATIENT!

**Key Takeaways:**

· Know how to answer commonly asked questions.

· Employ your Exceptional Service qualities and skills.

· Have a SYSTEM for missed appointments and recalls.

· Have an “I CARE” attitude.

**Questions for Team Discussion:**

1. How many missed appointments are we experiencing each week?

2. How confident are we with our communication skills in calling missed appointments?

3. Do we know how to answer common concerns to keeping appointments?

4. Discuss a situation where the patient discontinued care. How could that have been handled differently?

5. What are some changes that we can implement to begin improving in this area?

**Resources:** Benchmark 8 (PowerPoint/Worksheets/Team Discussion); Procedures;

Benchmark 3 Telephone Procedures; Benchmark 5 New Patient 1st Visit, Benchmark 6 The Second Visit.