**52 Weeks to Success **

**Chiropractic Assistant Program**

**Benchmark 4**

**Scheduling Procedures**

Knowing how to organize the flow of patients in your practice is extremely important and helps tremendously with efficiency. Your doctor wants and needs to be busy. The more efficiently you run the scheduling, the more people the doctor can see and help. Your duties in handling the details of each patient visit will also become streamlined when you implement a system for scheduling.

In this benchmark, we are going to look at the importance of managing your daily schedule for efficiency, flow and GROWTH. There are many factors involved in knowing how and when to schedule patients. For example, how many doctors are in the practice? How many support staff (C.A.’s) are in the practice? How long does an adjustment take? How long is the New Patient First Visit? How long is a ReExam?

How long does it take to do the Doctor’s Report/New Patient Orientation?

These factors and more are important not only to insure proper scheduling for the appropriate type of visit, but to efficiently use your (and your doctor’s) ***time*** and ***energy*** effectively.

Energy? Yes! I know Chiropractors that see more than 150 people per day and they are energized at the end of the day. And I know Chiropractors who see less than 50 people per day and they are exhausted at the end of the day. Why? Let’s say you see one patient, they leave, the doctor goes back to their office and sits down, and you, the C.A. start doing another task, (like calling insurance companies) and 10 or 15 minutes later another patient comes in, the doctor now has to “ramp up” their energy again for this patient, you have to ramp up your energy to greet and take care of the patient in front of you. It’s no wonder that by the end of the day, you are both exhausted!

The ***type*** of energy your doctor uses for a new patient is different than when he/she is moving through the adjusting rooms taking care of daily adjustment visits. The type of energy you use as a C.A. when you are calling insurance companies is totally different than the energy you use when you are helping the patient in front of you.

In this Benchmark, we will cover scheduling for the following:

* New Patient (1st Visit)
* Report of Findings (2nd Visit)
* Doctor’s Report (NP Orientation)
* ReExams/Progress Exams
* Cluster Booking
* Multiple Appointment Scheduling
* Special Appointment Scheduling: Children, Multiple Family Members, Doctor Consultations
* New Patient “Walk-Ins”
* Established patient “Walk-Ins”
* Directing Traffic
* Scheduling PREP time

When your practice is growing, this is where many breakdowns can occur. Having a scheduling practice and procedural system will enable your office to serve more patients, get more done and eliminate growth traps.