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

**Benchmark 5**

**Worksheet**

Answer the following questions:

1. How consistent are we at scheduling a NP First Visit on the phone?
2. How consistent are we at getting the necessary paperwork from the patient?
3. How long is the Doctor in with the NP consult/exam?
4. Are we scheduling the ROF and Health Talk appointments before the NP completes their first visit in our office?
5. Are we collecting fees for the first visit at the time of the visit?
6. Are we losing patients after the 1st visit?
7. Are we giving our New Patients an exceptional experience?
8. Are we confident in answering questions from new patients?
9. What is our goal for improvement?

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

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