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

**Benchmark 12 Improving Patient Flow**

**Worksheet**

Answer the following questions:

1. How often are we getting the same questions from patients?
2. What physical barriers are impeding our flow?
3. What procedural barriers are impeding our flow or capacity?
4. Are our Office Hours supporting our patient’s needs?
5. Am I allowing my personal issues interfere with my focus at work?
6. Am I contributing to this practice as a Team Player?
7. Am I mentally blocking more patients thinking it’s too much work?

Evaluate your busiest times and ask: What gets in our way to see more?

Have a Team meeting and discuss what goals and objectives you want to achieve in the coming months and year.

**Remember that you have a support TEAM with you on the 52 Weeks to Success website and on our 52Weeks2PFS Facebook page!**

**Stay connected and I’ll See You There!**

Resources: CA Benchmark 3 – Telephone Procedures; CA Benchmark 8 – Handling Patient Questions and Concerns; CA Webinar: “The Importance of Missed Appointments”.