**52 Weeks to Success**

**Chiropractic Assistant Program**

**Benchmark 6 The Second Visit**

**Core Objective:**

The second visit is a continuation of building confidence for the patient and establishing a trusting relationship for them in your practice. Doing things in a certain way EVERY TIME builds confidence and eliminates any confusion of what is to be expected from you, and from the patient during their care in your office. Having your system in place and practicing the communication and flow of information during the second visit will enable you to get the necessary information you need in a timely, pleasant and efficient manner. It also let’s the patient know that they are in a place that will confidently take care of not only their chiropractic needs, but their paperwork and financial commitments as well.

The objective of this benchmark is to

1. Continue to build trust with the Patient
2. Review Care Plan Recommendations
3. Review payment options
4. Schedule out care plan appointments
5. Collect form of payment for services
6. Schedule/confirm attendance at Doctor’s Report.

**Key Takeaways:**

* Review communication procedures for the second visit.
* Review scheduling procedures for appointments.
* Gather all necessary forms and information.
* Establish form of payment of fees.
* Confirm their appointment for the NP Talk (Doctor’s Report).

**Questions for Team Discussion:**

1. How consistent are we with our 2nd visit procedures?
2. How consistent are we at scheduling out the care plan for the patient?
3. How can we streamline our paperwork to be more efficient?
4. How long does the 2nd visit take?
5. Are we giving our new patient an exceptional experience?
6. What are some changes that we can implement to begin improving in this area?

**Resources:** Benchmark 6 (Powerpoint/Worksheets/Team Discussion); Procedures; Benchmark 4 Scheduling Procedure, Benchmark 5 New Patient 1st Visit.