



**IT'S SHOW TIME...WHAT PATIENTS EXPECT
"DESERVE" WHEN THEY WALK IN THE DOOR**



**IF PEOPLE
LIKE YOU
THEY WILL LISTEN TO YOU,
BUT IF THEY
TRUST YOU,
THEY'LL DO BUSINESS
WITH YOU.**
~ZIG ZIGLAR



You're invited to visit us at Booth #55 SDDS Midwinter Convention 2016

OBJECTIVES: MEET & EXCEED EXPECTATIONS

- A "Wow" Patient Experience
- Be EVERY Patient's Advocate
- Be a Team "On the Same Page" - Consistently
- Tx Acceptance "Regardless of Insurance"



**PRACTICE COMPONENTS...
ARE THEY SEAMLESSLY WORKING?**

- Leadership
- Economics
- Practice Facility
- Patient Base
- Systems & Protocol
- Team Support



DETAILS MATTER





Practice Enhancement Guide

**THE FOUNDATION FOR
PATIENT FLOW, SYSTEMS and
PROTOCOL, OPTIMUM
TEAMWORK and a
WIN-WIN OUTCOME**

PATIENT EXPERIENCE IS #1...BUILDING RELATIONSHIPS & VALUE ADDED CARE ➔ MET EXPECTATIONS

- 1st Telephone Phone Call & Impressions ~
 - > Pt. Education Begins on the Phone
 - > New Patient Process



PATIENT EXPERIENCE IS #1

1st Telephone Call & 1st Impressions ~

Continued

- > New Patient Packet
- > Existing Patient Information
- > Gather ALL the Details!

PLANNING...A TEAM ON THE SAME PAGE

Two-Day Advanced Huddle Prep

- > Route Slips & Action Notes
- > Schedule Review
- > Morning Huddle
- > Take Action as Needed



VS.



DELIVER...IT'S SHOW TIME!

"WOW" Every Patient ~

- > From Arrival to Tx Acceptance
- > From Completed Tx thru a Commitment to Recare
- > From Compliments to Referrals

Let's do it together!

DELIVER...IT'S SHOW TIME!

"WOW" Every Patient ~ Continued

- > Complete DMS P.E.G.....
- > Monitor NP Referrals
- > Consistency

Let's do it together!

RECAP: TO MEET & EXCEED EXPECTATIONS

1. Be EVERY Patient's Advocate
2. Be a Team on the Same Page
3. Be Consistent...Every Day, Every Pt. Every Time.



Thank you for you time and attendance!

Questions?

Please see "DMS" Team at Booth #55
