THE TEAM
TRAINING INSTITUTE

RECOVERY

Recovery: Filling last-minute schedule openings.

Who is responsible for managing the schedule in your practice? _____

What is your broken appointment process?

_____

_____

_____

How do you mange patients that cancel last minute (within 24 hours) more than 1-2 times a year?

_____

_____

Do you use a priority appointment and/or ASAP list? _____

If yes, how many patients are on that list?* _____

*Best practice is 50-75 patients on this list.

Do you incentivize recovery? _____

Do you track results from your recovery efforts? _____