

Course Title: Protecting Your Doctors Chair Time!

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Course Length: 1 hour

Description:

This course teaches how teams can protect provider chair time through leadership, staff awareness, appointment management, and daily preparation. It emphasizes teambuilding, monitoring, and effective problem solving. The course will also review feedback from providers in the field.

Objectives:

- Identify practice income, expenses, professional fees, chair time calculation for accurate fee presentation
- Define your provider and practice capability and resources to support the provider
- Define the office manager's role to protect the provider from unnecessary interruptions and to create a desired practice culture
- Create your office mission of the office and build a staff team through onboarding, team connection, provider communications, vendor training , and effective recruiting
- Determine approaches for provider schedule management considering front desk operations, appointment types, office hours, emergency walk-ins.
- Utilize patient portals via online interface to collect patient demographics prior to visit, allow for patients to review their past visit details, list medications and refills, and update their allergies or other health information

Timed Outline:

1. Knowing your practice (6 minutes)
 - a. Income – expenses = profits
 - b. Professional fees
 - c. Calculating chair time
 - d. Fee presentation

2. Knowing your provider (6 minutes)
 - a. Provider's capability
 - b. The practice's capability
 - c. Resources to support the provider
 - d. Provider consistency
 - e. Does the provider have a scribe?
 - f. Things that stress your provider

3. The value of leadership (6 minutes)
 - a. Office manager's role
 - b. Finger on the pulse of the organization
 - c. Protects the provider from unnecessary interruptions
 - d. Creating the desired culture

4. Knowing your staff (8 minutes)
 - a. The mission of the office
 - b. What makes the team?
 - c. Onboarding
 - d. Uncertainty avoidance
 - e. Team connection
 - f. Provider communications
 - g. Use of AI
 - h. Vendor training – not just lunch
 - i. Effective recruiting

5. Schedule management (6 minutes)
 - a. Front desk operations
 - b. Different approaches for schedule management
 - c. Appointment types
 - d. No-shows
 - e. Office hours
 - f. Deconflict the schedule as much as possible
 - g. Emergency walk-ins
 - h. Keeping your provider on schedule

6. Patient portals (6 minutes)
 - a. Online interface
 - b. Patient demographics prior to visit
 - c. Patients can view prior provider visits
 - d. Results
 - e. Medication and refills
 - f. Can update their allergies

7. Daily preparation (6 minutes)
 - a. Quote from Dr. Andy Britten
 - b. Verify the staff availability
 - c. Looking ahead on the schedule
 - d. Equipment maintenance
 - e. Procedure manual
 - f. Checking money at the visit
 - g. Know your patients
 - h. Technology integration

8. Provider's Feedback (6 minutes)
 - a. Feedback from the field
 - b. Daily in-office feedback helps to refine day-to-day operations

- c. Patient complaints
 - i. Always open the patient's chart when discussing the issue
 - ii. Document clearly
 - 1. In office
 - 2. On the phone
 - iii. Have you asked the correct questions?
 - iv. Resolve everything possible without the provider

9. Q&A / Discussion (10 minutes)