Leveraging the Downtime for a Stronger Recovery

impact360

As practices are facing the most profound and extreme business challenges imaginable, we want to share our expertise and "best practice" ideas as well as those we are witnessing from clients and colleagues. While some practices have a small team on site, others are mandated to be closed. Many practices have specific staff who can dial in to the office from home or via internet access the cloud management software. We'll offer some proactive suggestions that will be posted weekly. We feel these ideas will allow you to be proactive and prepared when the time arrives to start recovery.
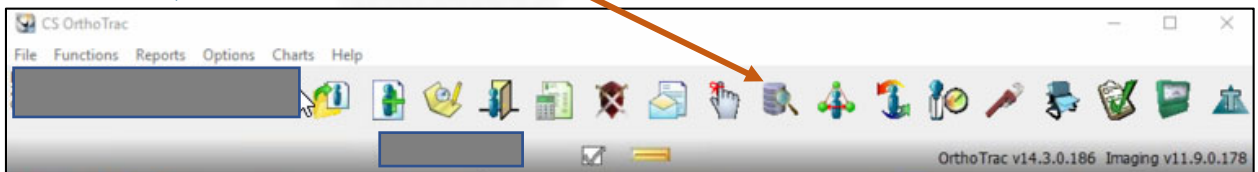
We will create instructions for these ideas by practice management software system:

ORTHOTRAC

Proactive Recall Management

Identify potential starts in **Observation & Between Phases Status** or other Pre-Tx/Ph II Pending Statuses

STEP1: FROM MAIN MENU, CHOOSE CONTACT EXPERT

STEP 2: Choose **STATUS** from the Attribute list in the columns at bottom of screen. Select a qualifying status in the drop down list that represents Pre-Tx Observation or Between Phases patients. Repeat adding status choices until all observation and between phases status choices are complete. Choose **SEARCH.**
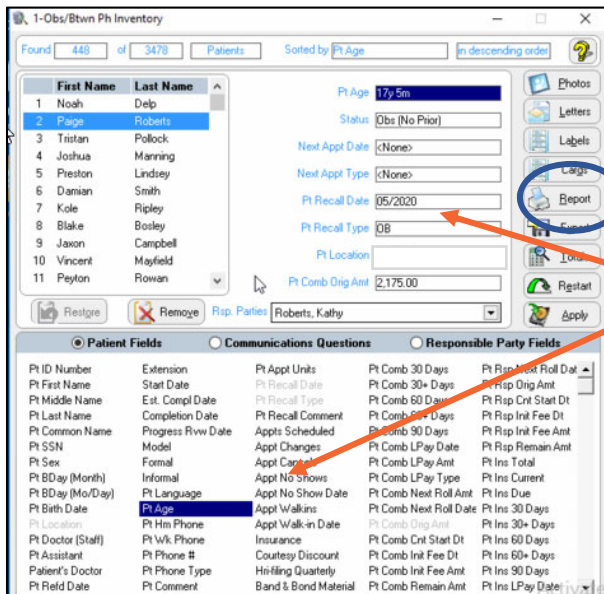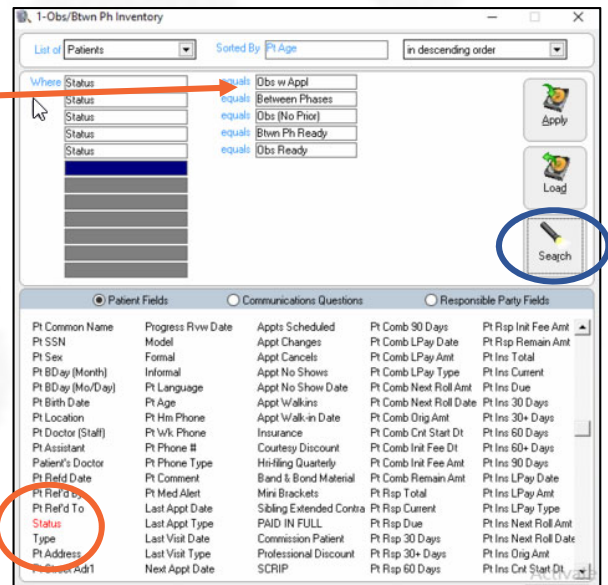
STEP 3: Choose the recommended **ATTRIBUTES** from the list below to fill data in each box. Choose **REPORT.**

Pt Age	**Next Appt Type**	**Pt Location**
Status	**Pt Recall Date**	**Pt Comb Orig Amt**
Next Appt Date	**Pt Recall Type**	

ACTION: If New Patient Calls are slow when the recovery begins, these 12-14 year olds could be the patients who fill many of the exam slots and become STARTS. Contact and schedule the appropriately due patients.