

April 2024

Top 5 Practice Efficiency

Scheduling Tips

1

Relentless seek efficiency in all areas of your practice.

- Does it need to be done?
- Can we automate it?
- Is it suitable for patient self-serve?
- Can I delegate it to staff?

2

Invest in your staff and EMR to save you time and lower cost.

1. Delegate with clear processes.
2. Set clear expectations.
3. Automate reports.
4. Have a resource bank to send patients (i.e., Choosing Wisely.)

3

Intentional Scheduling.

- Consider your practice style and “natural” pace for patient visits.
- Reflect on your values regarding work, patient service and income
- Define your boundaries.

360 view of patient visit

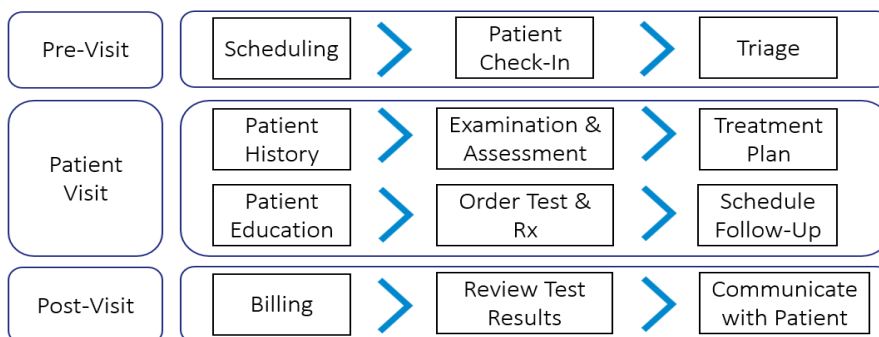


Image: https://www.researchgate.net/figure/Typical-primary-care-provider-workflow-pre-visit-patient-visit-and-post-visit_fig1_319684556

4

Create and manage your schedule.

- Handle multiple low effort issues in 1 visit.
- Complete documentation and billing in the visit.
- Rebook frequent high use patients prior to the end of the visit.
- Know in your workflow/ strategy what you will do with a no-show.

5

Leverage online appointment booking.

- Check existing booking rules for clarity and consistency.
- Use approval processes to maintain control.
- Communicate expectations consistently through the platform and your staff.
- Reduce booking through calls by enabling same day booking online before opening phone lines.
- Reduce no shows by communicating your no-show policy and enabling timely cancelation.