

2025 CA Heart Call Agenda

	Week 1	Week 2	Week 3	Week 4	Week 5
MONTH					
January	Tracking SWS Attendance	Tracking Patient Adjustments	Documenting Adjustments	Documenting Re-Exams	Scheduling NPs – Time and Efficiency
February	Specialty Hours – Efficiently Used	Re-exams – Progress Exams	Social Media – Google Reviews, Facebook, Website	Responding Positively to Reviews	
March	Hiring New CAs	CAs – Filling SWS Seats	Fun with SWS	Capacity Busters	
April	P.R.E.S. to S.O.U.P. the CAs	Trends in Office Layout and Functionality	Spirit Week in Practice	Rescheduling Appointments	On Boarding New CAs
May	Going Slow to Speed Up with New CAs	Marketing Toolbox	What to NOT Say on the Phone	Pediatric Care Plans	
June	Stats – Trending Values	Stats, AR & Magic of 1 Triangle	Software Hacks to Grow PVA	WOW – Articles	

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July	Only Kept Appointment Policies	Lifetime Care TIC Dialogues	Honeymoon Period TIC What's Next?	Prime Time Tasks	Spouse at NPR
August	Spouse at AR	Specialty Consultations	Scheduling New Patients	Scheduling OVs	
September	Heart Audits	Screening Excellence	PAD Invites	AR (Anniversary Reports)	AR Delivery
October	Principles & Policies – Patients & Team	Wellness Care	Reaction Regimen - TIC	SWS (Spinal Workshop) Capacity	
November	Family Care Plans	AFR (Asking for Referrals)	Specialty SWS	Adjustment Experience	
December	Objection Management	Capacity Buster	Extraordinary Care	Uncommon Moments	Honeymoon TICs

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