


Front Desk CA supporting the DR

	PREP for the adjustment	During the adjustment	AFTER the adjustment
Front Desk CA helps the Patient	P. R. E. S.	1) B. O. S. S.	Confirm patients next adjustment date
	Fun huddle - smile	2) When in doubt refer back to #1	Confirm what's next for the patient - Re-X, SWS or AR
	Review your Statement of Desire/ heart words	3) Call patients 8 minutes after missed appointment to get in that session	Ask patient "What's better after their adjustment?" or "Who are they going to share it with?"
	Address any finances before the adjustment	4) Triage patients questions	Any follow up needed for patient - re: warm fuzzy calls, note cards
	Prepare for New Patients -  spaces	5) Direct patients and keep the flow of patients moving	Schedule additional adjustments
	Prepare your TIC cards to engage patients	6) O. T. E. L. (on time, early, late)	Get DR if RED flag at check out
Front Desk CA helps the Doctor and Team	P. R. E. S.	Initiates TIC with each patient	Efficiency of wrap up- 30 minutes after last patient is adjusted
	Look for patients to call in advance to fill in the schedule	Invites patients to SWS using 2 bullets	Deposits done (end of the day)
	Connect with Doctor and other CAs privately on any patients for today that need special attention	30-second Rule	Confirm notes are entered for ALL adjustments
	Ask for help - team back up when needed	14-Day benefit	T. R. A. F.
	P2P and look for spaces in the schedule	Schedule New Patients	Look ahead to next sessions schedule