

# ADC Audit

## **Mental Readiness:**

- Do the CAs comprehend how this is going to happen?
- Are you the visionary who shares the vision regularly not just once or twice, but in different ways every single week?
- Does your team inherently love chaos and chaos in the support of serving others?
- Does the team understand how the early effects of hiring an associate means that you've hired a high-level Tech CA for the first 2 to 6 months, and how that will positively impact volume even before they are adjusting?
- Are you ready to hire in advance of need, and not after everyone is suffocating with a host who hires pathologically after being exhausted by the need?

## **Readying the team for the ADC:**

- Standardization of procedures- work to address all the exceptions the HDC may have allowed especially in patient care, billing and in care plan writing, in other words wherever the HDC has been lax or perhaps sloppy indulging themselves in the privacy of their living room that must stop. It is no longer "your house". It should have always been and now absolutely is "our house".
- Time- no exceptions that all team including HDC arrives at least 30 minutes before each session and you do PRES and huddles on time according to TLC standards
- No cell phone policy for the entire team including HDC and ADCs in ALL patient hours including specialty hours
  - Boundaries elaborated about the ADC No adjustments given by ADC to the team
  - No socializing outside the practice by ADC with the team
  - The ADC will not be referred to as doctor until the ADC graduates from Level II