

Your Office Name - Patient Management System (Sample – Patient Flow Chart)

PURPOSE: Our goal is to help as many people as possible achieve pain relief, reach maximum spinal improvement, improve their health and function, and educate them so that they will continue to work on improving their health."

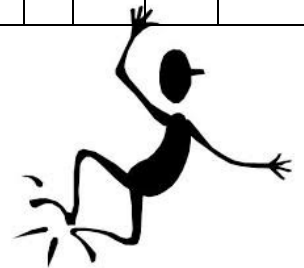
FINAL PATIENT OUTCOME OF CLINIC SERVICES: a patient who is relieved of pain and discomfort, who is healthier, and is educated and motivated to continue to improve their health.

GENERAL PATHWAY and general number of visits to produce the Final Patient Outcome and achieve the purpose. (Number of visits is example only.)

Day 1	Day 2	Day 3-10								Day 11	Day 12	Day 13-22										Day 23	Day 24	Wellness Visits
		3	4	5	6	7	8	9	10			13	14	15	16	17	18	19	20	21	22			
E1	R1 FC1										E2 R2 FC2												E2 R2 FC2	



E1 Initial Exam, History X-ray E2 Progress Exam
R1 Report of Findings R2 Progress Report of Findings
FC1 Financial Consultation FC2 Follow-up Financial Consultation



New Patient appointment made!

- __1. Directions to the office.
- __2. Patient directed to website for forms.

Day 1

- __3. New patient comes in at scheduled time.
- __4. Warmly greeted by the front desk
- __5. Given paperwork, had it explained, helped as needed to complete it.
- __6. Patient routed to Exam Room for E1 (Initial Exam)
- __7. Doctor comes in and completes:
 - History,
 - Consultation, and
 - Through Examination
- __8. Doctor gets permission for x-rays
- __9. Doctor routes patient to x-ray room (what to say)
- __10. Doctor takes x-rays as needed
- __11. If patient is in acute, severe pain:
 - a. Doctor routes patient to therapy bay for ice and therapy as needed as first aid and explains he will see the patient soon for the report of findings
 - b. Therapist applies therapy
 - c. When therapy concluded, routes new patient to front desk
- __12. If patient not in acute severe pain, doctor walks patient to front desk to schedule for the Report of Findings.
- __13. Front Desk warmly greets patient and schedules her or him for their Report of Findings visit.
- __14. Patient is appreciated for trusting us with their health care and told that we look forward to seeing them again. Patient leaves.
- __15. Doctor provides patient accounts with treatment plan.
- __16. Patient Accounts verifies insurance, puts together written report of findings and financial plan for Day 2.

Day 2

- __1. New patient comes in at scheduled time.
- __2. Warmly greeted by the front desk
- __3. Routed to the ROF room
- __4. Doctor gives his report of his findings (R1)
- __5. Doctors gives treatment plan
- __6. Patient accepts tx plan
- __7. Doctor provides patient with written report of findings and explains that our patient accounts staff (give name) will go to over insurance and payments so that the patient can then just put their attention on getting better.
- __8. Doctor leaves and lets Patient Accounts know that patient is waiting for Patient Financial Consultation and New Patient Orientation.
- __9. Patient Accounts comes in to the ROF room and completes the Patient Financial Consultation and New Patient Orientation. (Includes multiple appointment scheduling.)
- __10. Patient Accounts routes patient to waiting area to begin treatment plan.
- __11. Doctor explains first visit treatment and provides it.
- __12. Patient is routed to therapy.
- __13. Therapist explains therapy procedure and applies therapy.
- __14. Therapists "informs while she performs."
- __15. Patient is routed to front desk after completing therapy to confirm next appointment.
- __16. Front Desk warmly greets patient and confirms next appointment and collects anything due. Compliments patient for making the choice to come here for care and reassures patient that they came to the right place. Patient leaves.

Day 3 – Regular Visits

- __1. Patient comes in at appointment time and is warmly greeted.
- __2. Patient routes themselves when called to the doctor's area.
- __3. Doctor performs adjustment/treatment.
- __4. Doctor "informs while he performs," including a micro progress ROF and Progress Exam at each visit.
- __5. Doctor directs patient to therapy area.
- __6. Therapist warmly greets patient, applies therapy, and informs while she performs. When therapy is completed, directs patient to checkout at the front desk.
- __7. Patient routes themselves to the front desk, FD CA confirms next appointment, makes any collections, reminds them about upcoming events, and warmly says she looks forward to seeing them on the next visit.

Day 11

- __1. Patient comes in at appointment time and is warmly greeted.
- __2. Patient routes themselves when called to the doctor's area.
- __3. Doctor performs adjustment/treatment.
- __4. Doctor "informs while he performs," including a micro progress ROF and Progress Exam at each visit.
- __5. Doctor directs patient to therapy area.
- __6. Therapist warmly greets patient, applies therapy, and informs while she performs. When therapy is completed, directs patient to checkout at the front desk.
- __7. Patient routes themselves to the front desk, FD CA confirms next appointment, makes any collections, reminds them about upcoming events, and warmly says she looks forward to seeing them on the next visit.
- __8. *Patient informed they will need an extra 10 minutes at the next visit for a Progress Exam and Report.*

Day 12

- __1. Patient comes in at appointment time and is warmly greeted.
- __2. Patient routes themselves when called to the doctor's area.
- __3. Doctor performs adjustment/treatment.
- __4. Patient receives Progress Exam (E2) and Progress Report (R2).
- __5. Follow up Financial Consultation (FC2), as needed, Multiple appointments confirmed
- __6. Patient Accounts directs patient to therapy area.
- __7. Therapist warmly greets patient, applies therapy, and informs while she performs. When therapy is completed, directs patient to checkout at the front desk.
- __8. Patient routes themselves to the front desk, FD CA confirms next appointment, makes any collections, reminds them about upcoming events, and warmly says she looks forward to seeing them on the next visit.

Day 13 – 24, repeat, etc., until on Wellness.