

BUILDING THE FOUNDATION FOR A STRESS FREE DAY 25 BENEFITS OF HAVING A 5 MINUTE MORNING MEETING

1. **AM** meeting is part of the Scheduling by Design Program
2. **Goals**
 - a. To reduce stress
 - b. Increase communication
 - c. Reduce errors
 - d. Eliminate surprises
3. **Who** attends? Everyone **Who** runs meeting? Scheduling Coordinator
4. **Everyone** arrives 30 minutes before first patient appointment.
5. **Agenda:** (all is possible, usually only a % applicable on any one day)
 1. Where do you want your emergencies today?
 2. Will today work?
 3. We need to fill last minute early morning openings
 4. Identify your new patients
 5. Medical Alerts
 6. Lab cases are in
 7. \$ FA status
 8. DI - Eligibility, Maximums and Limitations
 9. Gossip and/or trouble
 10. Dr.'s personal friends, relatives & their FA's
 11. Staff Illness: Clinical: Administrative: Who's doing what
 12. Any special needs 48 hours out?
 13. Identify your VIP patients
 14. Practice Goals, Incentive and Bonus on track
 15. Post op calls were made. Feedback from calls
 16. RDH - identify check off time
 17. Patients who chat – plans to rescue Doctor
 18. Positive patient feedback sharing
 19. Negative patient feedback sharing
 20. Yesterday's schedule - rank 1-10 and why it was good or not
 21. Identify unusual telephone calls for Dr. expected
 22. Identify today's "Open" appointments
 23. Is there a need to close an "Open" appointment?
 24. Practice announcements
 25. Mission Statement
6. Handling the "**what if's**"
 1. Late? Staff \$10 Dr. \$20 into the office "kitty"
 2. When the staff has staggered hours tape-record the AM meeting
 3. Multi-doctor practices may need to have multiple AM meetings