

Good Afternoon,

We wanted to give you ideas of things to work on now, so that you are prepared when the time comes to reopen. Feel free to adapt this list to your needs, but this will get you started:

- How to encourage patients to return for the basic hygiene appointments, which then can feed the doctors schedule.
- Do you need to stress the efforts that you are making to sanitize the office more than you typically would?
- Do you need to find equipment to sanitize the air within the office space such as an air filtering system?
- Consider a “soft” opening where you only see a few patients a day to get used to the new protocols.
- Once they have appointments, how do you handle them in the reception area? Do you keep them in their cars and call them in when you are ready and then escort them directly to the exam room?
- Should you change patient intake forms to ask about any exposure to COVID-19? Do you include an explanation area for them to give more details on that?
- Are you going to stretch out hygiene visits to avoid patients in waiting room?
- Do you try to stagger appointment times or stagger operatories in use?
- Should patients use hand sanitizer as they enter the building?
- Do you hand out masks to the patients to use when they are in the public areas of the office?
- Will you take all patient temperatures before they are seated?
- How do you get their updated information ahead of time such as insurances – Do you conduct a phone call prior to the appointment for insurance and health history information to alleviate additional time in the office?
- How do you handle payments? Do you take cash? Do you pre-appoint in the exam room for both hygiene and doctor’s exam rooms?
- How do you handle patients who come in to pay their bill but not have any services done?
- Do you need to handle the financial arrangements in a different manner or a different place in the office?
- Do you talk to them more up front about what their personal fears may be?
- Do you ask them what you could do to assuage those fears?
- How can you make the appointments personal to them while delivering those services in a manner that meets the COVID-19 requirements?
- Other measures to market your way to get ahead now so that when you return to work, you can return at as full speed as you can?
- Do you have enough financial options available to patients since many will already be struggling from not working for this extended period of time?
- Is your staff mentally prepared to return to work?
- Is your staff totally on board with all the measures that you are taking if anything is different because more change in their lives could cause them more stress?



April 21, 2020

- Is your staff on the same page as you are with the vision for the immediate future?
- Strategically, can you have all the clinical supplies in place for when you return to work when materials may be in short supply?
- Be ready to be fluid in your efforts to meet challenges as they appear so that you can recover quicker and be ready to move on to the next stage when it occurs. There isn't going to be just one overall fix.
- Work on your practice's financial picture. Understand your current debts and how you need to move forward to meet your current cash needs and pay off your existing debts. Work on an overall payment structure for moving forward. How does your personal financial planning look in relation to the practice? This will have to be built over time as it develops.
- Are you mentally ready to meet the challenges and lead your team with a clear vision and a committed positive attitude?

Please remember that we are here to help you along the way. Please feel free to contact us to brainstorm or help you implement systems within your office.

Sincerely,

Your Gray- Pilgrim Team