

# NEW Course Outline

Phase 1 Orientation & Expectations	Phase 3 Training Strategies	Phase 5 Building Patient Relations	Phase 7 Front and Back Office Split
Mission Statement	Training Concepts, Management and Leadership Strategies	HIPAA, Confidentiality	<u>Front Office</u> Bottlenecks
10 Golden Rules of Professionalism Image/Appearance Actions	Inter office Communication; Teamwork; Negativity	Dealing with the Difficult Patient	Reducing Time on the Telephone Patient Benefits Verification
Job Descriptions, duties, expectations; Risk Management;	Training Tools: Cross Training; Shadowing; Note Taking; Procedure Manual	Customer Service and Patient Expectations	Scheduling, Triage & Charting; Appointment policies
Organizational Culture & Chart	Job Satisfaction	Telephone Etiquette and 1st Impressions	Collection Strategies; Monitoring Cash Flow; Financial Policy
<b>Phase 2 Employee Manual</b>	<b>Productive</b> Staff Meetings and Action Plans; Practice Goals	Scripting Using the right words	<u>Back Office</u> Hands on Learning: DME Fitting; Foot impressions for AFO
Purpose of Manual			
Content Review ↓ • Employee policies & rules	Therapeutic Shoe Fitting, Dispensing & Coding Webinar with "Training Time"	Listening Skills	<b>Phase 8 Sharing of Ideas</b>
• Compensation and Benefits	<b>Phase 4 Education</b>	<b>Phase 6 Efficiency and Revenue Enhancement</b>	<b>Open Forum and Round Table Discussions</b>
• Performance Reviews	Scope of practice of the Podiatrist & the Podiatric Medical Assistant	Time Management	
• Workplace Safety		Improving Patient Flow	
• Emergency Protocol	Basic Foot Anatomy and Terminology	Staff in Clinical Treatment Protocols;	
• OSHA	Common Foot Conditions	Optimizing In Office Dispensing	
• Conduct and Disciplinary Action	Podiatric Equipment and Instrumentation	Inventory and Ordering Protocol	
• Acknowledgement and Acceptance	Common Podiatric Surgical Procedures Custom Foot Orthotics	Maximizing the Practice Website	