

SCHEDULING CALIBRATION EXERCISE SOLVING FRUSTRATIONS WITH THE FLOW OF YOUR PRACTICE DAY

POTENTIAL PROBLEMS:

- You're often running behind
- Imbalance between profitable and unprofitable days
- Doctor feels pulled in too many different directions
- Doctor doesn't communicate frustrations with the scheduling coordinator

THE SOLUTION:

A regular meeting/exercise between the doctor and the scheduling coordinator to agree where specific procedures should be placed in the schedule.

HOW TO CONDUCT YOUR SCHEDULING CALIBRATION EXERCISE

1. Set up a 20-minute meeting between the doctor(s) and the administrator in charge of the schedule.
2. Administrator: Bring a copy of next week's schedule (or call it up on a monitor).
3. Observe where all types of procedures (high production, low production, emergencies, consults etc.) are placed in next week's schedule.
4. Administrator asks what works best for the doctor, and what might be causing conflict. For example:

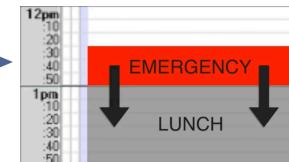
"Here is a crown and filling first thing in the morning. Is that a good time for those?"



"Here is a consult late Tuesday afternoon. Is that a time when you want to meet new patients?"



"Here is an emergency slot at 12:30. Is that too close to lunch?"



HOW OFTEN?

Schedule this meeting once a week until you feel predictability increase, and sense a better flow in your practice day. This is the first step toward maximizing efficiency through "block scheduling," which is detailed in the next unit!