

The AudigyCertified™

Healthy Practice Checklist

Sometimes it feels like we never have time to tackle our to-do lists. And when we finally get the time, where do we start? We compiled this checklist to help ensure that every aspect of your practice is covered and operating at its healthiest.



Operational

- Remove all magazines, food items, coffee, etc.
- Sanitize all counters, door handles, and chairs.
- Call patients that are within trial period and check in on them.
- Mail any needed supplies to patients.
- Providers — review OMS physician referrals and identify top referring physicians. We will want to make sure we prioritize them when we start outreach again.
- Providers — review chart notes for thoroughness.
- Document a drive-up/curbside service.
- Prep thank-you cards and birthday cards.
- Compile all forms and specific office protocols into an updated binder for reference (Operations Handbook).
- Review staff files — up-to-date W2s, I-9s, benefits forms, etc.
- Office projects like file scanning, organization, archiving, etc.
- Database cleanup.
- Organize office and lab areas, ordering any low supplies.
- Make sure all audiometer, Real Ear, and programming software is updated.
- Research and review any equipment updates needed.
- Review CEO several times per day for any updates/news posted there.

Call referring physician and verbally communicate test results as well as sending reports. Be memorable!

Marketing

- Update Facebook.
- Write blogs.
- Update outreach lists for senior centers, medical centers, community centers, etc.
- Call senior centers and offer assistance/supplies.
- Call top referral sources and let them know you are still open for business.
- Create a call list of current patients with technology and see if they or someone they know needs batteries or other supplies that can be mailed to them.
- Clean out any old marketing/intake forms.
- Review physician marketing articles and prep items to be ready to start back up.
- Review pricing in OMS to ensure current HA makes and models.
- Review testing protocols you want to add to the office (tinnitus protocol, various speech-in-noise testing, etc.) in the future.

Training

- PCC — review your calls in Pulse. Identify the top three things you do really well in your calls and where your areas of opportunity lie.
- **Work with your provider(s) and solicit their feedback.**
Role play.
Schedule time with your Professional Development Manager to get feedback or training.
- Learn remote-assistance programs from manufacturers.
- Reach out to other Audigy offices and connect.
- Complete any CEO training activities you have listed.