

The Audigy-Approved 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's audiology department 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.
- Hearing Care Provider — review OMS physician referrals and identify top-referring physicians. We will want to make sure we prioritize them when we start outreach again.
- Hearing Care Provider — review chart notes for thoroughness.
- Document a drive-up/curbside service.
- Create, prep, and send out thank-you and birthday cards.
- Compile and review all protocols. (Operations Handbook)
- Update employee paperwork and ensure documentation is stored properly (e.g. I9, W4, etc.)
- Office projects like file scanning, organization, archiving, etc.
- Invest in learning your database and streamlining appointment types.
- Organize office and lab areas, order any low supplies.
- Make sure all audiometer, Real Ear, and programming software is updated.
- Research and review any equipment updates needed.
- Speak with your consulting team and review CEO updates each day.
- Follow your practice guidelines regarding telehealth and any guidance around stay-at-home orders/essential employees.
- Ensure that if you do patient outreach that it is in line with your overall practice guidelines.
- Digital marketing should have a message from the physicians regarding COVID-19.

If your practice is only seeing urgent patients, discuss on your website and other digital platforms what defines an urgent patient.

- If you are working from home due to practice guidelines or a stay-at-home order.

What tools do you need for patient care, if any? What tools do you need to perform admin functions?

Audiology Department — review audiology Office Management System (e.g. Sycle.net) for physician referral sources, and identify top-referring external physicians. We will want to make sure we prioritize them when we start outreach again.

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, if you are still accepting audiology patients, and/or have updated hours of operation for those patient types.
- 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.

Review external physician marketing articles and prep items to be ready to start back up.

- Clean out any old marketing/intake forms.
- Review pricing in OMS to ensure current hearing aid 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

- FOS — review your calls in OMS. 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.
- Speak with your consulting team daily.