

“Pearl” Jammin’ with SOS

A PICA Presentation
by
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Put yourself in your patients' shoes.

'Take 5' and sit in your reception and treatment room chairs. Be aware of what your patients see.



Perception is reality.

Avoid calling your router slip/fee sheet a
“*superbill!*” and your
reception area, your
“*waiting*” room



Take control of your schedule.

Instead of telling patients *“you can just call us to reschedule,”* get them IN the schedule and instruct them to call if they need to cancel or change.
Better tracking and better documentation.



PAYMENT POLICY

Payment Policy

Thank you for choosing and affordable health care. Please read the following office payment policy and feel free to ask us any questions that you may have. Once you accept this policy, kindly sign in the space provided. A copy will be provided to you upon request.

- 1. Insurance.** We participate in most insurance plans, including Medicare. If you are not insured by a plan we participate with, payment in full is expected at each visit. If you are insured by a plan we participate with but do not have an up-to-date insurance card, payment in full for each visit is required until we can verify your coverage. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions you may have regarding your coverage.
- 2. Co-payments and deductibles.** All co-payments and deductibles must be paid at the time of service. Failure on our part to collect co-payments and deductibles can be considered fraud. Please help us in upholding the law by paying your co-payment at each visit.
- 3. Non-covered services.** Please be aware that some - and perhaps all - of the services you receive may not be covered by Medicare or other insurers. You must pay for these services at the time of service.
- 4. Proof of insurance.** All patients must complete our patient information form before service. If you do not have a current valid insurance to provide proof of insurance, a copy of your driver's license and current valid insurance to provide proof of insurance. If you do not have a current valid insurance, you may be responsible for the balance of a service. Insurance information in a timely manner, you may be responsible for the balance of a service. Patients presenting for a referral to pay in full. This payment will be held for 48 hours and will become non-refundable if not received within 48 hours.
- 5. Claims submission.** We will submit your claims and assist you in any way we can. Your insurance company may need you to supply certain information directly to them. Please be aware that the balance of your claim is your responsibility. Patients presenting for a referral to pay in full. This payment will be held for 48 hours and will become non-refundable if not received within 48 hours.

Pearl #4

Reduce confusion and increase your collections.

Help patients understand their payment responsibilities.

Pearl #5

A “gift-to-go” goes a long way.

Put together a surgery gift bag that includes post-op instructions, appointment, microwave popcorn, free movie rental card, bottle of water, (sugar free) candy, crossword puzzle, pencil, etc.



Pearl #6

Have a cup-o-Joe on us!

Keep \$10 Starbucks gift cards on hand to give to patients to brighten their day, if it's their birthday, to say *“thank you for waiting”* or if you are forced to reschedule their appointment last minute.



Pearl #7

Stuck on you

Instead of using sticky notes, invest in an inexpensive spiral notebook to record, track, and use as a reminder to follow up with all (phone) messages and promises.



Pearl #8

CONFIDENTIAL



Keep your salary to yourself.

Sharing private information is a no-win proposition that will likely either upset you, your co-worker or both.

Best not to go there.

Housekeeping is **EVERYONE's**
responsibility.

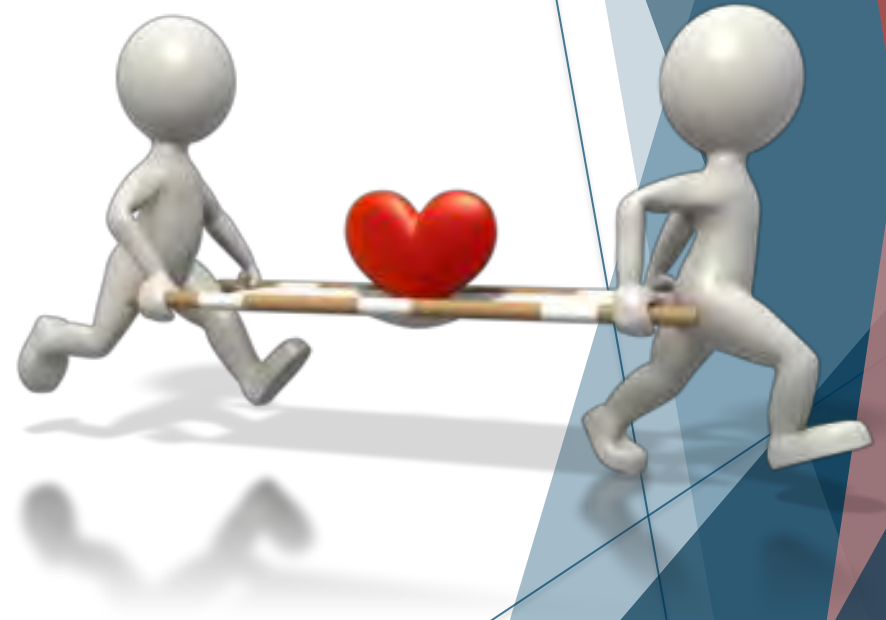
Set an example by cleaning
something yourself.



9-1-1

Emergency Plan

- A medical emergency
 - Weather disaster
 - An accident
 - A computer crash
- A belligerent patient
 - A robbery



Pearl #11

Radiology/Patient Safety

Always verbally ask female patients if there is a possibility of pregnancy before taking x-rays and have a notice posted to that effect near your x-ray machine.



Pregnant?
Or think you could be pregnant?

Please tell the staff before your x-ray

The #1 reason for claim denials is incorrect data entry.

- Pay attention to detail for cleaner claim submission and on-time claim payment.
- A SIMPLE SCRUB of your claims before you send them out could save time, effort and money in the end.



Pearl #13

Offering effective staff incentives to propel human activity & productivity starts with knowing who the staff is!



As we learn, we grow!
[optional: share according to your own level of comfort]

- Tell us about you*
1. Name
 2. Title/position
 3. Home Address
 4. Birthday

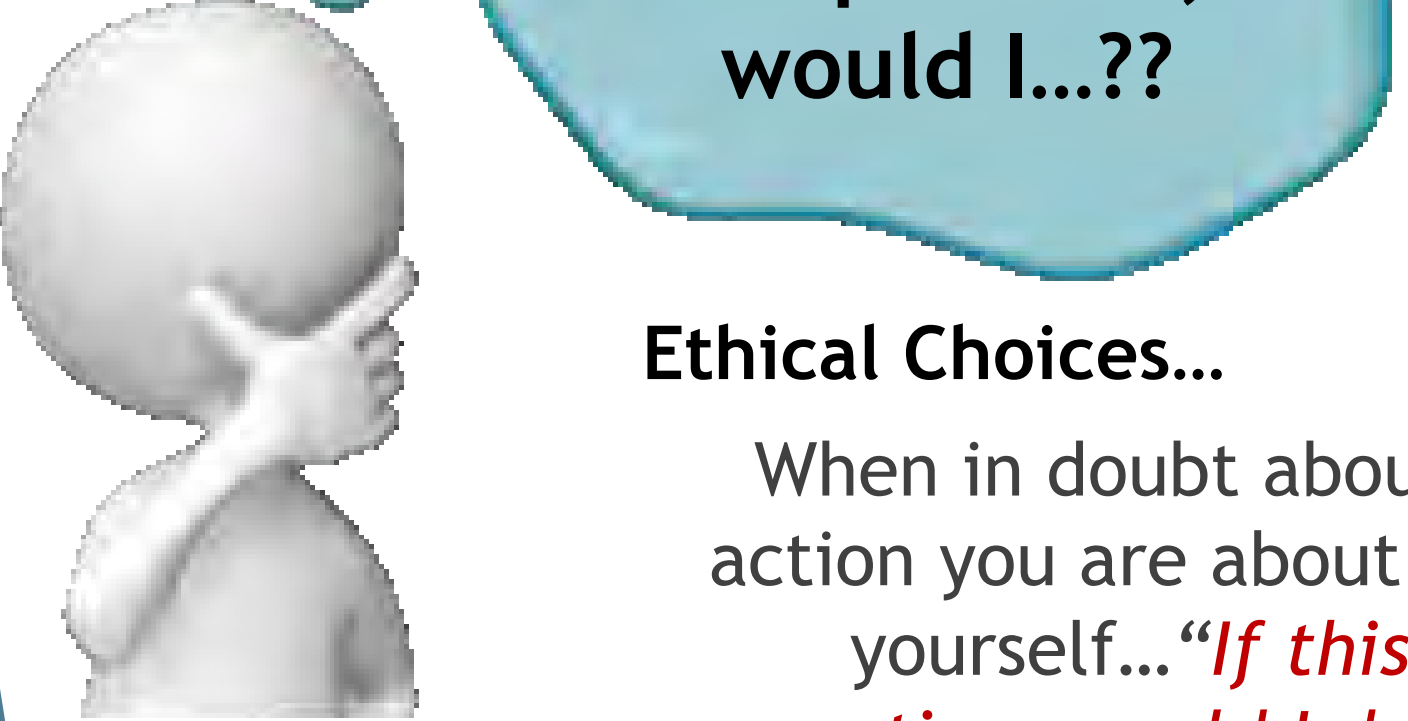
Tell us about yourself: [optional: share according to your own level of comfort]

1. Name	
2. Title/position	
7. Personal accomplishment	
3. Home Address	
8. Professional accomplishment	
4. Birthday	
9. Family Members	1.
5. Personal/Professional Goals [optional]	2.
6. If I had a magic wand, I would...	3.
	4.
	5.
10. Favorite food(s)	
11. Favorite snack(s)	
12. Favorite type(s) of music	
13. Favorite entertainer(s)	
14. Favorite restaurant(s)	
15. Favorite sport(s)	
16. Things that irritate me	

Pearl #14

Get personalized business cards with both staff and doctors/practice name on them.





If this was
MY practice,
would I...??

Ethical Choices...

When in doubt about a certain action you are about to take, ask yourself... *“If this was my practice...would I do this/spend this/act this way?”*

Pearl #16



Do your fair share.

When one person
slacks on the job; it
makes it hard on
everyone else!



Update patient information.

Instead of asking patients, *“Has anything changed?”*, re-affirm their contact info, address, insurance, etc. at each visit by asking,

“Do you still live at... (give # only)?”

and

“Does your phone # end with _____?”

Pearl #18

Why
SHOULDN'T
I hire you?

If I met your
employer at
a party...

Think *Outside* the Box
for more genuine,
“off-the-cuff”
interview responses.



HEADS UP!

Before hiring new staff...

1. Take them to lunch and observe their interaction with service people. Likely, they will treat your patients similarly.
2. Make sure prospective employees meet with ALL staff. Don't ignore initial personality clashes.

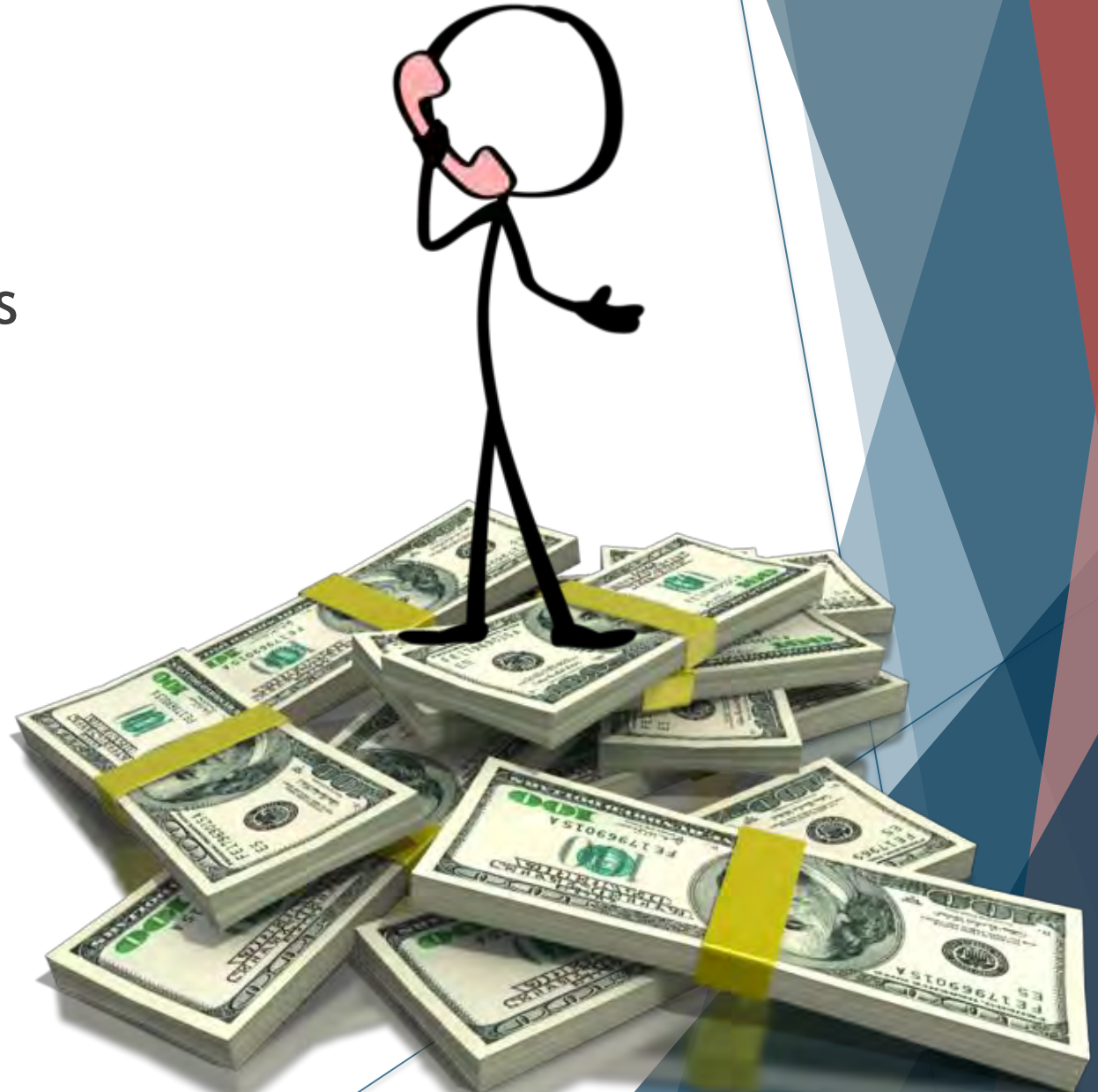


Pearl #20

Follow the Rules

Include making phone calls to patients with outstanding accounts a part of your collection policy -
Follow FTC regulations.

- No harassment
- Not before 8:00am or after 9:00pm OR at a time they specify is inconvenient for them;
- Work calls: off limits (if requested by patient)



Pay it forward!

Make an effort to clear all patient overpayments within 60 days after they are identified to avoid civil monetary penalties (up to \$10K/day for each day you fail to report and return a known overpayment.)

For set-in-stone policy that addresses patient refunds - look to your individual state law and set your practice policy to coincide with that law.



Pearl #22

Don't lose out!

Review and update
 your fees, codes and
 fee sheets annually



728.71	<input type="checkbox"/>	M72.2		
729.5	<input type="checkbox"/>	M79.66_	R=1, L=2	
	<input type="checkbox"/>	M79.67_	R=1, L=2	
	<input type="checkbox"/>	M79.67_	R=4, L=5	
735.0	<input type="checkbox"/>	M20.1_	R=1, L=2	
735.2	<input type="checkbox"/>	M20.2_	R=1, L=2	
736.72	<input type="checkbox"/>	M21.6X9		Other acquired... spec. foot
	<input type="checkbox"/>	R26.1		Paralytic gait
	<input type="checkbox"/>	R26.81		Unsteadiness on feet
	<input type="checkbox"/>	R26.89		Other abnormalities of gait and mobility
	<input type="checkbox"/>	R26.9		unspec. abnormalities of gait and mobility
782.3	<input type="checkbox"/>	R60.0		Localized edema
	<input type="checkbox"/>	R60.1		Generalized edema
	<input type="checkbox"/>	R60.9		Edema, unspec.
825.25	<input type="checkbox"/>	S92.30_..	6th: R=1, L=2, 7th: A,B,D,G,K,P5	Fracture of unspec. metatarsal bone(s), foot
	<input type="checkbox"/>	S92.31_..	6th: R=1, L=2, 7th: A,B,D,G,K,P5	Displaced fracture of first metatarsal bone, foot

Pearl #23

Employee Performance Evaluation

Employee Information

Name			
Job Title		Date	
Department		Manager	
Review Period			

Ratings

Complete the following:
Our ABC Practice Employee...

	1 = Company expectation REQUIRED	2 = Company expectation ACHIEVED	3 = Company expectation SURPASSED
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1. INTRO AND GENERAL INFORMATION

a. Can explain our Practice mission statement and philosophy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
b. Understands the organizational structure/chain of command of the Practice and where they fit in	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comments				
c. Able to explain the role, background and scope of practice of the Podiatrist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
d. Can discuss what the podiatrist treats & all surgical and medical services offered at ABC with patients	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				


Staff Performance reviews
should be a 2-way conversation.

>50% = Lecture

Pearl #24

Count the
ways

Date _____



Completed

1.	<input checked="" type="checkbox"/>
2.	<input checked="" type="checkbox"/>
3.	<input checked="" type="checkbox"/>
4.	<input checked="" type="checkbox"/>
5.	<input checked="" type="checkbox"/>
6.	<input checked="" type="checkbox"/>
7.	<input checked="" type="checkbox"/>
8.	<input checked="" type="checkbox"/>
9.	<input checked="" type="checkbox"/>
10.	<input checked="" type="checkbox"/>
11.	<input checked="" type="checkbox"/>
12.	<input checked="" type="checkbox"/>
13.	<input checked="" type="checkbox"/>
14.	<input type="checkbox"/>
15.	<input type="checkbox"/>
16.	<input type="checkbox"/>

**Things
you've
DONE**

