



Planning for the Comeback

It has been a long road this past month. Waiting, watching, scrambling, worrying, planning, praying, hoping and now we see some light at the end of this pandemic shut down tunnel. Here is what the final few weeks can look like for your company.

Current Action Plan:

- Keep your phones answered
- Get cross-trained in other positions to become more valuable to the company moving forward
- Keep all insurance aging worked (more aggressively than ever before)
- Keep emergencies patients seen in the office
- Keep schedule adjusted to reflect our "comeback plan" DATE: _____
- Work on social media projects to keep engaging your community so that you are not forgotten. We are the premier group in our area.
- Get all the "How to do my job" videos completed.
- Engage w/ photos on social media. "hard working team, Frontline for you, we are here for you, etc.
- Its super important to Connect with your patients: *personal note cards or live phone calls*
- Ongoing clean up and clean out projects.
- Keep videos, daily numbers and wrap ups posted each day to engage the team members that are on furlough
- Place all "Add-in" notes templates into practice management software for post COVID-19 actions.
- Ensure the office is cleaned. All items off counters and placed in proper drawers in each room. (this is critical for the future of the practice to have cleaned surfaces without any additional items on counters.)
- Order all PPE that is necessary to get back to work (download checklist at www.bryantconsultants.com)
- Work on online CE to better your professional career
- Work on Paperless process for check-in (this may mean getting software in place for paperless forms.)

Last Week of Month

- Get statements out (Please make the changes to your statements to reflect your COVID-19 payment relief plan for your patients will balances. We are suggesting 2-3 payments of the existing balance. You will adjust your verbiage in your practice management software before printing statements)
- Type PPE Action Plan for Returning to work for each department. (your responsibility is:)
- Complete all marketing videos, contests, and ramp ups for online. Get them edited and ready to post.

Week Before Returning to Work

- Get marketing videos scheduled on your social media for the upcoming weeks.
- Get all letters edited for "Return to work" dates and get sent to individual team members offering their new job and what it looks like if the days, hours, pay or description have changed.
- Plan with team a full day of training and work before actual start date seeing patients. You want your team in the office and practicing new workflow. "Role Play" also plan so kind of team builder to engage each other and gel back together.
- Send out Email and text blast to patients informing them of your reopening date and that they will hear from you all
- Turn back on all your confirmation systems and add enhanced verbiage about updates they will need to know moving forward.
- Ensure all PPE has arrived. Try on and Take photo to share with your team.
- Send out a personal note card to each team member to their home. Welcoming them back and appreciating them for sticking through this with you. (personal is important.)
- Training day- must have team sign their "Post Covid-19 Workplace Safety Form". Place signed copy in employee file.