

## KEY THINGS TO REMEMBER ON THE DAY OF YOUR PEA

### PREPARATION:

ARRIVE EARLY THAT DAY, AND WEAR BRANDED ATTIRE IF YOU CAN

### KEY THINGS TO DO DURING YOUR OBSERVATION:

1. GREET EVERY PATIENT BY NAME, USING PATIENT NAMES IS ONE OF THE CRITERIA
2. ASK EACH PATIENT HOW THEY ARE FEELING AND REINFORCE A WELLNESS MESSAGE WITH EACH PATIENT. WEAVE IN MESSAGES ABOUT WELLNESS CARE AS YOU SPEAK TO THEM.
3. TALK YOUR WAY THROUGH EACH ADJUSTMENT, EXPLAINING WHAT YOU ARE DOING AND WHY WITH EVERY PATIENT. THE "TALKING, EDUCATIONAL" ADJUSTMENT IS A CRITERIA THEY ARE LOOKING FOR DURING THEIR OBSERVATION.
4. DON'T FORGET TO ASK EVERY PATIENT FOR THE DAY THEY PLAN TO RETURN. "AWESOME, MS. JONES, GLAD YOU FEEL BETTER...AND WE WILL SEE YOU NEXT WEDNESDAY, RIGHT?" ASKING FOR A RETURN DAY IS ONE OF THE CRITERIA
5. THE NEW PATIENT:
  - BE CONSCIOUS OF TIME, BE THOROUGH BUT QUICK
  - WITH THE INFORMED CONSENT, MAKE SURE TO BRIEFLY GO OVER IT, "THIS IS MY INFORMED CONSENT THAT WILL AUTHORIZE ME TO EXAMINE AND TREAT YOU, IT COVERS ALL THE RISKS, SUCH AS POSSIBLE BUT UNLIKELY SPRAINS, FRACTURES ETC AND BENEFITS OF CHIROPRACTIC CARE...IF YOU COULD PLEASE LOOK IT OVER AND THEN SIGN AND PRINT YOUR NAME"
  - DO RELEVANT EXAM PROCEDURES
  - BE EXTRA EXPLANATORY AND INFORMATIVE AS YOU MOVE INTO TREATMENT
  - PRESENT YOUR PLAN TO THE PATIENT IN THE BACK, COMPLETELY EXPLAIN THE PLAN OF CARE. USE ALL THREE PHASES OF CARE, AND MAKE SURE YOU VERBALIZE

**AND EXPLAIN RELIEF, CORRECTIVE, AND WELLNESS CARE, AS WELL AS ANY ADDITIONAL VISITS YOU WILL GIVE.**

- **Then take the patient to the front for the hand off and go through the entire sequence you just explained in the back, exactly how you explained it, with the wellness coordinator in the front.**
- **Don't forget, after you have made your hand off to the wellness coordinator, to turn to the patient, and secure their return visit day..."Great Ms. Smith, Rachel will take it from here and get you squared away on your most affordable option, and if possible can I see you back by the end of this week, maybe Thursday or Friday?**
- **Say it was nice to meet you, and walk away to let the WC take it from there.**