



Training and systems

to fix common problems affecting your front desk

Symptom Checker

Are same-day cancellations creating problems for you and your team?

When I meet with most practice owners and managers for the first time, they usually tell me they're tired of dealing with same-day cancellations and no-shows. In fact, it's the #1 reason they sign up to work with me.

But how can you decide if you would benefit from my proven Cancellation Prevention Program?

The first thing I suggest is to look and listen to your front office team. And evaluate your current training for your Patient Care Coordinators.

Are you dealing with the following?

Let's look at your front desk training:

- What does your current front office staff training look like?
 - Is it consistent? Or is it 'on the job' training from another team member?
- Do you find that you have patients who get upset when they're corrected or charged for same-day cancellations or no-shows? Or are you not charging at all?
- Do you have set training, proven scripts, lessons that guide the team and teach them why they do what they do?

Let's look at your front office team:

- Do they feel like they're being the bad guy when they have to handle a patient who same-day cancels or no-shows?
- Are they afraid to confront and handle patients for breaking policy?
- Do you hear them say the following when a patient calls to cancel? *"OK. Thank you. Would you like to reschedule?"*

Let's look at your schedule:

- Do you feel you have a high rate of same-day cancellations and no-shows?
- Is your arrival rate less than 94% on a regular basis?
- Is your schedule inconsistent or are there gaps in the schedule each day?

Let's look at your practice:

- Is there a high rate of turnover? Low morale?
- Are your metrics roller-coastering?
- Do you find yourself constantly pushing everyone to get the metrics up?

Ask yourself these questions:

- Are you stressed? Tired of pushing everyone?
- Ready to pack it all in and sell out?
- Are you tired of working to pay everyone else's salary and want them to take control?

If you answered yes to these questions, there's help. The Fix Your Front Desk Academy isn't about fixing people, it's about providing your front office team with training and systems to correct common patient problems and increase efficiency in your practice. [Learn more here.](#)