

P.R.E.S.

WHEN: EVERYDAY, each of your team members will take his/her own copy of the paper appointment schedule and write on that schedule in preparation for each patient listed on the schedule. This must be done PRIOR to your HUDDLE and must only take 5 minutes but it must be done individually by each team member.

WHAT: One of the letters P.R.E.S. would be written next to EACH patient's name

- P.** stands for policy – if you feel that the patient would be best served with a connection with one of the team members on policy, you would write P (examples would be if that person is a patient who has missed many appointments or has missed spinal workshop attendance).
- R.** stands for referral – if you feel that the patient should be connected with about referring a family member or friend or has spoken about people who are having problems then an R by their name.
- E.** stands for education – if you feel that what that patient needs is more education to understand the effects of subluxation and that healing takes time and that we are not surprised that symptoms may still be present, then writing an E next to that patient's name is appropriate.
- S.** stands for Spinal Workshops – if you know that this patient has additional questions and that this patient needs more education than can occur on a typical adjustment time, then writing S next to their name is perfect. S will remind you to suggest to that patient that the best way to serve their needs is to get them to a Spinal Workshop that will be much more time allotted to education.

WHY: If you do not prepare in advance for each and every patient coming into the office then when they arrive, you will not know what specific things that patient needs on that specific appointment.

The benefits of doing P.R.E.S. daily and consistently will be revealed in making the job of each team member easier with less thinking on the spot and more specific attention given to each patient while he/she is in your office.

Remember to share with fellow team members when a P.R.E.S. on your schedule is something that you need their assistance or back up with in order to accomplish.

Remember if there are policy issues to be addressed, be sure to address them with other team members, before the huddle begins. Get policy issues out of the way, such as: broken financial agreements, broken appointment issues, so the huddle begins with an unsullied heart. Be sure that all possible challenges or conflict issues do not make it to the huddle. This is one more reason it is critical, **every team member should arrive at least 30 minutes before patient hours begin**. If you open at 8 am, then team arrival is 7:30 am. And remember, on time is late, early is on time. In this scenario 7:29 am is early; 7:30 am is just barely on time.