

Master TLC procedures that must be in place

Core Proficiency	Topic	Not Yet	Sporadic	All the time
Foundations	G.A.S.			
	P.R.E.S.			
	Magic of One triangle			
	4 steps of ideal adjustment			
	4 things a DC does			
	5 Primary Scripts			
	Daily promises for excellence			
	Engagement Spectrum			
	Sociatric Dialogues			
B.O.S.S				
Promotions and Marketing	Promotional calendar TIC and 4 events minimum per month			
	CA: 14 day policy			
	Expansion cycles			
	Magic 28			
Patient Care	6 steps of Day 1 with green lights			
	zero balance day 1 PERIOD			
	Group report and break out scripts			
	spinal workshops weekly with opening, content and call to action			
	monthly swipes graduated payments			
	Family health history forms			
	Family plans			
Honeymoon period TICS				
Core Proficiency	Topic	Not Yet	Sporadic	All the time
Team Driven Practice	Pre- Scheduled appointments			
	Missed appointments called within 10 minutes-re-calls			
	no missed appointment policy			
	Specialty hours			
	Spontaneous and planned Dr and CA trainings daily and weekly			
	CA: Get the Dr moments with patients the FIRST TIME red flag			
	Huddles			
	TLC hours			
	CA: Cluster booking			
	CA: Dead bolting the door			
	CA: Administrator time			
	CA: One on One meetings			
Tech CA: to do Patient notes				