

OM 1021 Stacey McCullough

From: RM Southern IN Monica Daly **Sent:** Mon 5/9/2011 4:14 PM
To: OM 0149 Michelle Brown; OM 0168 Theresa Campbell; OM 1021 Stacey McCullough; OM Trainee Jennifer Hughes; OM 1064 Carol Polston; OM Float David Guerrero; OM 1106 Spencer Brown
Cc:
Subject: EYE ON THE PRIZE!!!
Attachments:

Ladies and gentleman~

Please review your schedules and open work today I would like to know what each of you have planned to get back into the black. Looking through most of the schedules we are very week on getting appointments made. If a patient has more than one fill we should try to schedule multiples together. Denture cases are priority so please move non-priority procedures out and priority procedures in. Remember: rock, water, sand.

Move new patients into available spots instead of keeping new patients waiting. Make sure our PSR's are on board because we need more focus on the PSR dashboard as well. They **MUST** be calling all patients for confirmation even the ones that appear to have been confirmed by the automated system.

As well, please do not remove any adjuncts without consulting with the provider first, hygienist and doctor. If they are in the treatment plans we should not be removing them without giving the provider an opportunity to re-stress the importance of the reason they are in the treatment plan.

Dave~please team up with Theresa to discuss the action plan for 0168.

Jennifer~please team up with Michelle to discuss the action plan for 0149

Please let me know your focuses and action plans for your offices by noon tomorrow.

Thanks!!!

Monica L. Daly

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