



Presented by:



5 Tips For Reopening Your Practice



Overview

1. Creating a New Normal
2. Office Guide / 2020 Budget Revised
3. Patient Safety Measures
4. Staff Engagement
5. Getting Patients Back In Your Office



Bonus:

- Financially Sustain Your Office



Please submit questions through the webinar chat



Offices Closed for Two Months
or Open With Limited Hours

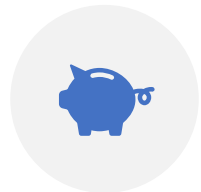
1. Creating a New Normal

Flexible Office Plan

- Patient Relationships
- Office Protocol
- Office, Social Media Correspondence
- As Soon As Your Allowed to Open
- Guidelines: City – County - State



2. Office Guide / 2020 Budget Revised



New Budget for the
Remainder of 2020



Bring Back Furlough
Staff



Overhead
Adjustments

Rent - Payroll – Insurance - Bank Fees – Advertising - Monthly Utilities - Taxes

3. Patient Safety Measures

Window Barrier

Floor Markers

Office Signage

Communicate with Patients

Continue Offering Telehealth

Room Capacity

Waiting Room Configuration

COVID-19: A Physician Practice Guide to Reopening

Pre-visit screening script template

Introduction: I would like to speak to (name or patient with scheduled visit). I'm calling from (XYZ practice) with regard to your appointment scheduled for (date and time). The safety of our patients and staff is of utmost importance to (XYZ practice). Given the recent COVID-19 outbreak, I'm calling to ask a few questions in connection with your scheduled appointment. These are designed to help promote your safety, as well as the safety of our staff and other patients. We are asking the same questions to all practice patients to help ensure everyone's safety. So that we can ensure that you receive care at the appropriate time and setting, please answer these questions truthfully and accurately. All of your responses will remain confidential. As appropriate, the information you provide will be reviewed by one of our practice's medical professionals who will provide additional guidance regarding whether any adjustments need to be made to your scheduled appointment.

Question	Yes/No	Details
Have you or a member of your household had any of the following symptoms in the last 21 days: sore throat, cough, chills, body aches for unknown reasons, shortness of breath for unknown reasons, loss of smell, loss of taste, fever, temperature at or greater than 100 degrees Fahrenheit? (If yes, obtain information about who had the symptoms, what the symptoms were, when the symptoms started, when the symptoms stopped.)		
Have you or a member of your household been tested for COVID-19? (If yes, obtain the date of test, results of the test, whether the person is currently in quarantine and the status of the person's symptoms.)		
Have you or a member of your household been advised to be tested for COVID-19 by government officials or health-care providers? (If yes, obtain information about why the recommendation was made, when the recommendation was made, whether the testing occurred, when any symptoms started and stopped and the current health status of the person who was advised.)		
Were you or a member of your household advised to self-quarantine for COVID-19 by government officials or health-care providers? (If yes, obtain information about why the recommendation was made, when the recommendation was made, whether the person quarantined, when any symptoms started and stopped and the current health status of the person who was advised.)		
Have you or a member of your household visited or received treatment in a hospital, nursing home, long-term care, or other health care facility in the past 30 days? (If yes, obtain the facility name, location, reason for visit/treatment and dates.)		
Have you or a member of your household traveled outside the U.S. in the past 30 days? (If yes, obtain the city, country and dates.)		
Have you or a member of your household traveled elsewhere in the U.S. in the past 21 days? (If yes, obtain the city, state and dates.)		
Have you or a member of your household traveled on a cruise ship in the last 21 days? (If yes, determine the name of the ship, ports of call and dates.)		
Are you or a member of your household healthcare providers or emergency responders? (If yes, find out what type of work the person does and whether the person is still working. For example, ICU nurse actively working versus a full-on-had feelings.)		
Have you or a member of your household cared for an individual who is in quarantine or is a presumptive positive or has tested positive for COVID-19? (If yes, obtain the status of the person cared for, when the case occurred, what the case was.)		
Do you have any reason to believe you or a member of your household has been exposed to or acquired COVID-19? (If yes, obtain information about the believed source of the potential exposure and any signs that the person acquired the virus.)		
To the best of your knowledge have you been in close proximity to any individual who tested positive for COVID-19? (If yes, obtain information about when the contact occurred, what the contact was, how long the people were in contact and when the diagnosis occurred.)		

Thank you.

I will share this information with a medical professional in our practice. Please note that our office requires that all patients and visitors follow CDC guidance regarding face coverings to prevent the spread of COVID-19. For that reason, we ask that you please wear a cloth face covering or mask to your appointment. Unless you hear otherwise from us, we look forward to seeing you at your appointment on (date/time).

4. Staff Engagement



- Open Incrementally
- Safety Measures for Staff
- Consider Legal Implications
- BillFlash Task Card Deck

Teleworking

the New Normal

Teleworking is likely to be the new normal for some time. Since you're working from home — especially during a crisis like the COVID-19 pandemic — it's important to maintain a regular schedule to avoid work-fatigue.



Keep in mind these tips to stay safe and healthy when working remotely.

Get out in the sun

Take regular breaks, go outside and soak it in. But, don't forget the sunscreen!



Eat healthy

Take time to plan healthy, immune-boosting foods. You're at home so make the most of it and maybe try something new.



Exercise

It doesn't have to be intense, but find an activity you enjoy to break away from the screen and boost a little.



Stand up

It's easy to get stuck in your desk all day. Stand up, move around and take frequent screen breaks.



Connect with others

We're all in this together. Create a chat group, share a joke or find other ways to connect. Maybe share those new healthy recipes you've been trying!



Breathe easy

Find ways to relax and meditate. Take slow, deep breaths to improve your blood flow and concentration (maybe while you're soaking in the sun).



Disconnect from work when the day is over

Working from home can make it easy to always be working, but don't. Turn it off and take time for yourself and your family.



Get a good night's sleep

Try to keep a regular schedule so you can start each day refreshed.



Remember, if you find yourself mentally drained, or just need to talk, there is help.

www.tricare.mil/crisislines
www.tricare.mil/coronavirus



4. Teleworking – The New Normal

- Option to work from home
- Schedule staff breaks
- Offer mental health resources



4. Getting Patients Back in Your Office

Maintaining Patient HealthCare

Correspondence to Patients

Reschedule Previous Appointments

Prioritize Surgical / Procedural Care

4. Financially Sustain Your Office

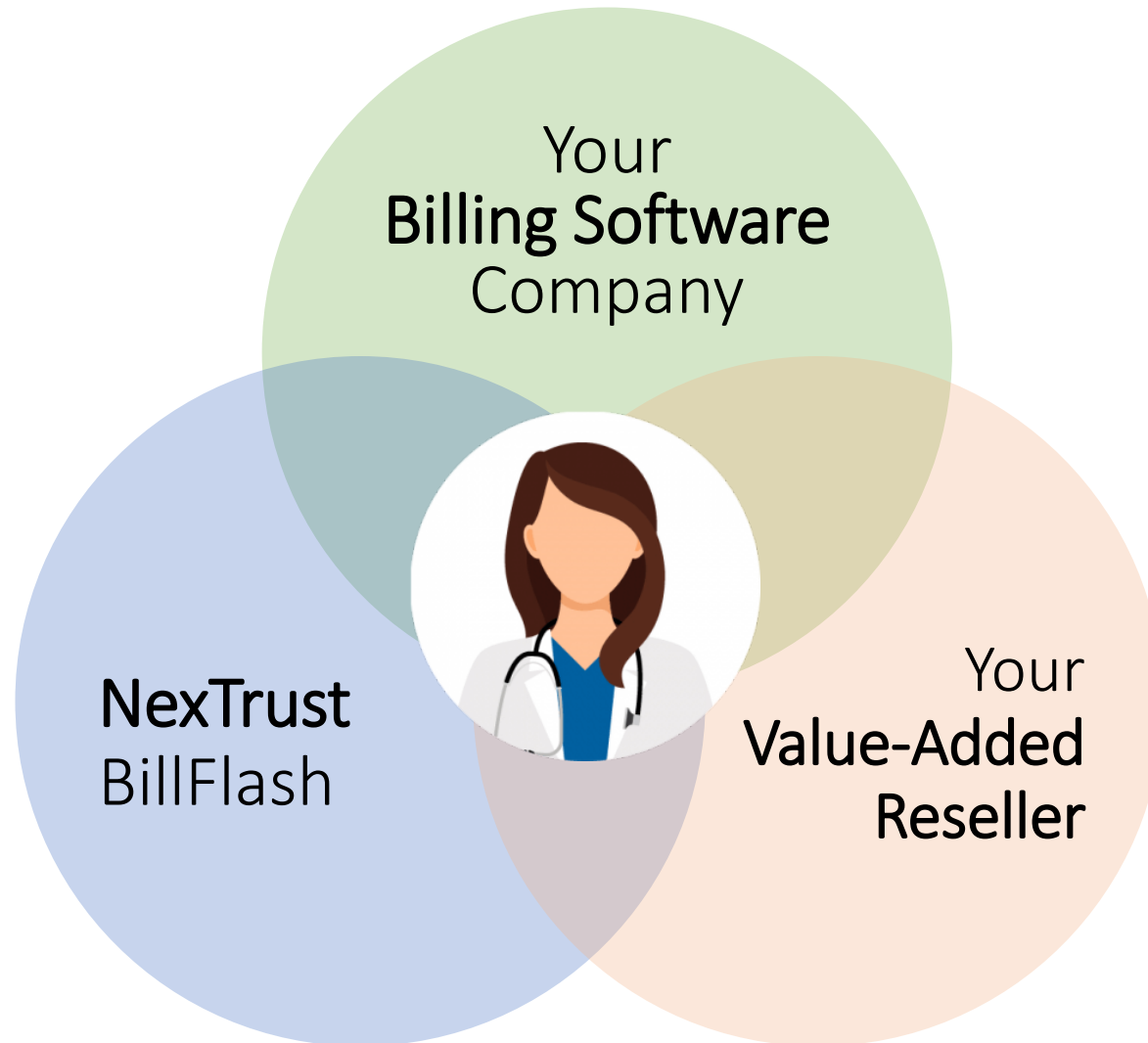


- Collecting Payments
- Temporarily Waived Services by Insurance Companies
- ABN Form
- Payment Plans
- Collections



Patient Billing & Payments Overview

Working Together to Help Your Practice



One Platform for Smarter Billing

BillFlash | Smarter Billing > Collections > Payments

Tasks To Get You Paid

- 1 Mail Printed Bills
- 2 Send eBill Notices
- 3 Automate Enhanced Billing
- 4 Automate Integrated Collections
- 5 Submit Office-Entered Payments
- 6 Submit Payer-Entered Payments
- 7 Receive Payments

All Done In BillFlash



NexTrust

The Easiest Way to... Get Paid More & Faster

- You Only Need NexTrust
- Single Account & Login
- Syncing With Your PM System
- Single Support Contact
- Unified Reporting
- Consolidated Invoicing

Or, Use 7 Other Vendors



Vendors 1-7

The Disconnected Way that... Wastes Your Time & Money

- Using up to 7 Vendors
- Multiple Accounts & Logins
- Limited Syncing With Your PM System
- Numerous Support Contacts
- Disconnected Reporting
- Multiple Invoices



Thank you

See a demonstration or get a free
Remote Billing & Payment Consultation

435-940-9213 | GetPaid@BillFlash.com | request in webinar chat

Offer:
**Send Mailed & eBill Statements
Free for 30 days**

Pay only the cost of a stamp

