Creating a New Normal for Your Practice

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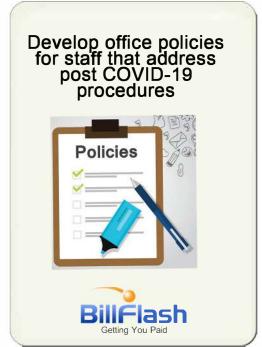Getting You Paid

It takes a lot of steps to set up a safe environment for your staff and patients to return to your office. We've prepared a checklist to help guide you as you reopen your office according to your local physical distancing guidelines.
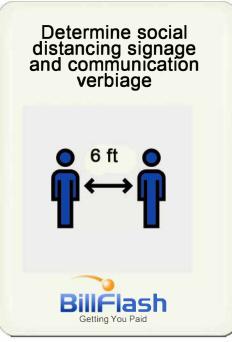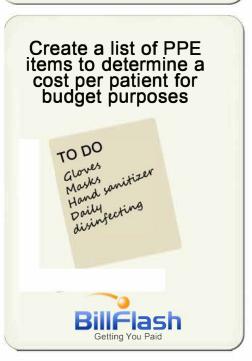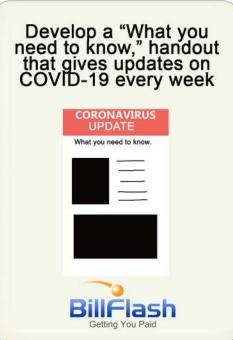
Develop office policies for staff that address post COVID-19 procedures

Policies

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Develop a welcome packet that provides the most up-to-date info on COVID-19 and new in-office procedures

WELCOME BACK

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Create telephone scripts of anticipated questions from patients that provides direction and comfort

Record new greeting and prompts

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Add contactless payment options for patients with BillFlash

PAY

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"Invite" your patients to return

YOU'RE INVITED

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Update your website content to include FAQs

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Declutter waiting room

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Determine social distancing signage and communication verbiage

6 ft

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Create a list of PPE items to determine a cost per patient for budget purposes

TO DO
Gloves
Masks
Hand sanitizer
Daily disinfecting

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Set up hand sanitizer stations

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Use BillFlash contactless payment link for in office co-pay

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Sanitize office equipment

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Sanitize writing instruments

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Provide a patient with a sample pack of PPE with additional available for sale

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Develop a "What you need to know," handout that gives updates on COVID-19 every week

CORONAVIRUS UPDATE
What you need to know.

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Create your own card that outlines the sanitizing process to be implemented after each patient exam and give one to each staff member

Process

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Create a series of questions for patients to better understand their interactions with COVID-19 such as: any friends or family affected, fears, anxiety, etc

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Put together a plan should COVID-19 cases begin to increase.

PLAN A
PLAN B

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Safety

- ☐ Install an acrylic or plexiglass shield at your front desk

- ☐ Declutter the office, counters, desks, and lobby of items not used every day

- ☐ Deep clean all hard surfaces, counters, heavily trafficked areas, and staff break room multiple times each day

- ☐ Set up hand sanitizer stations throughout your office and in each room

- ☐ Place physical distancing markers on the floor throughout the office, spaced six feet apart

- ☐ Rearrange the lobby to accommodate for physical distancing of six feet

- ☐ Put up signs throughout the office reminding patients to wash their hands, wear masks, etc.

- ☐ Order necessary PPE for your staff, and masks for patients

- ☐ _____

- ☐ _____

Protecting Your Financial Health

- ☐ Create a revised budget

- ☐ Reevaluate overhead costs
  (rent, utilities, office supplies, advertising, etc.)

- ☐ Catch up on billing and collections

- ☐ Set up payment plans for patients who need
  more time to pay their bills (PlanPay)

- ☐ Set up online billing & payments if you haven't
  already (eBill, Online SelfPay)

- ☐ Stay up to date on loans and other economic
  relief aid for COVID-19

- ☐ _____

- ☐ _____

- ☐ _____

- ☐ _____

Educating Staff

- ☐ Train your staff on your new COVID-19 office policies, including protocols for patient admittance and discharge

- ☐ Create telephone scripts to address common situations

- ☐ Allow staff members to work from home if it makes sense to do so

- ☐ Make plan for a possible re-closure/reopening

- ☐ _____

- ☐ _____

- ☐ _____

- ☐ _____

- ☐ _____

- ☐ _____

Bringing Patients Back

☐ Create a welcome environment patients will be comfortable visiting

☐ Reassure and reach out to patients through email, phone, and social media, especially those who have postponed services

☐ Be transparent about your new office policies

☐ Be flexible in meeting patients' needs—set up payment plans, give patients a variety of ways to pay their bills, offer telemedicine visits, etc.

☐ _____

☐ _____

☐ _____

Read the Article:
5 Things to Consider as You Reopen Your Medical Office

Watch the Webinar:
5 Tips for Reopening Your Medical Office

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Telehealth

- [ ] Select a secure, long-term solution for providing telehealth visits

- [ ] Establish policies for telehealth visits

- [ ] Incorporate routine that allows patients to pay their copays before telehealth visits (LinkPay)

- [ ] _____

- [ ] _____

- [ ] _____

NexTrust BillFlash offers several patient billing & payment solutions to support your practice as you incorporate these changes.

Learn more about BillFlash Billing & Payment Services that support your reopening efforts.

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NexTrust BillFlash Patient Billing & Payment Services

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Learn More:

Free Trial:
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Free for 30 Days

ROI Calculator:
Estimate Your Increase in
Patient Payment Revenue