

Practice Management Nuggets© Learning Resources Guide

June 15, 2017 30 minutes

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All Healthcare Offices Get Cancellations. Do You Suffer Cancellation-phobia?

1. Hernish's #1 tip for tip for healthcare providers and practice managers about intelligent wait list management to improve patient care and efficient practice management.

Empower yourself with tools to get patients in sooner and reduce your administrative burden so you can focus on more important office tasks. Never make a phone call again to fill a cancellation with CancellationSpot.

2. Create an account for your healthcare practice and provider.
 - Use a name that patients will recognize
 - List all the providers in your practice
 - Use an email account that will be monitored by staff who manage cancellations
3. Invite the patient to CancellationSpot
 - Empower the patient to subscribe to CancellationSpot to engage in their healthcare journey.
 - Sample message: "We now use Cancellation Spot to manage our cancellation list. If you would like to get in sooner, go to CancellationSpot.com and sign up for your free account.
 - Add similar notice to your outgoing correspondence, for example to the referring physician.
4. Patient creates their own account in Cancellation Spot.
 - Personal contact information
 - Personal availability
 - Select notification settings

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5. Healthcare provider monitors new patient subscribers to CancellationSpot.
 - Validate individual patients
 - Validate appropriate cancellation list, triage status, appointment duration, start and end date
6. How to Broadcast Your Cancellation - Summary
 1. Receive your appointment cancellation and access your account on CancellationSpot.com
 2. Select the cancellation list.
 3. Select the date and time of the cancellation.
 4. Click "Broadcast".
7. How the broadcast is processed.
 - CancellationSpot broadcasts the message to the appropriate patients.
 - Patient calls the clinic to claim the open appointment.
 - Clinic validates the appointment fill and turns off the broadcast message on CancellationSpot.

 - Clinics using CancellationSpot fill virtually every open spot!
8. Which practices benefits the most from CancellationSpot?
 - Any practice with a waitlist or that books patients for future appointments will benefit from CancellationSpot.
9. There is no fee to patients to subscribe to CancellationSpot.

Notifications by email are free for patients, but if they choose to use text notifications, there is a nominal one time fee.

Your Free Gift From CancellationSpot **1 Year Free Subscription to CancellationSpot.**



Create a provider account in www.CancellationSpot.com/Register-Provider
before June 30, 2017.

Step 1: Register now at www.CancellationSpot.com/register-provider
**Step 2: Send an email to Info@CancellationSpot.com and request your
Practice Management Nuggets Bonus!**

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