

4 TIPS TO REDUCE CANCELLATIONS

FYZICALfranchise.com/cancellations

1

DEFINE 'CANCELLATION'

At FYZICAL, a cancellation is someone who cancels their scheduled appointment with less than 24 hour's notice. It doesn't matter if you fill that time slot with another appointment. Communicate the policy to your patients and staff. Outlining a policy will help patients understand why showing up is so important and also define staff responsibilities. Once a cancellation takes place, follow the next three steps to make immediate impact!

2

CALL THE LAST PATIENT

Call the last scheduled patient of the day and see if they would like to come in earlier. Work your way through the schedule from the end of day back to present time. If someone can come earlier, you have more time to schedule the later slot. If you still cannot find someone, let your staff go home early. No one likes gaps in their schedule, it is always better for them to happen at the end of the day.

3

REACH OUT TO REFERRALS

Who have not yet been scheduled and offer the opportunity to fill the slot. If successful, getting in earlier than expected is a patient benefit and confusion from moving existing appointments is avoided. If you don't have any referrals waiting, move on to step 3!

4

EVALUATE THE EMR SYSTEM

Take a look at your EMR system and make a list of all the cancellations and no shows in the past week. Reach out and attempt to reschedule in the newly canceled time slot. These patients still need care to improve and won't benefit from just skipping over an appointment in their plan of care. Still no success? Move on to step 4!

GET A CANCELLATION ASSESSMENT

We're here to help you!

We understand every practice is unique. Call or sign up for a free business assessment to see how FYZICAL may be able to serve you in areas other than reducing cancellations!

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