43-Folders
Laminated Guides

Higgins (Roomba) Maintenance

First Thursday

Keep Higgins happy with regular maintenance (Higgins is an *iRobot i8* Roomba)

- Use scissors and cut hair away from brushes and rollers

- Open the Collector Bin at the back of Roomba
  - Make sure it's empty
  - Remove Filter and tap the dust out of it, put filter back
  - Re-install the Collection Bin

- Clean Roomba's "eyes"
  - Use alcohol to clean the front bumper area
  - Use alcohol to clean the Cliff Sensor
  - Use alcohol to clean the entire upper surface

- Use a damp Magic Eraser to clean the charging contacts at the base and the charging contacts on Roomba. Dry both after with a paper towel.

The iRobot app tells Doc when to replace parts, so we simply clean up and dust off parts between replacements

Google Review Requests

First Thursday

Build our "Social Capital" by requesting five-star reviews from our patients.

1. Think about those patients…
   - That have had life-changing healing
   - Tell their friends about us
   - Are so happy to be in the office
   - That we love and they love us too

2. Check INNATE to see if their "Review" checkbox is checked. (If it is, they already left us a review.)

3. Copy/paste the **Review Request Text** (below) and paste in a text to the patient

If patients ask how they can leave a review, the easiest way is: <u>**www.drjanethorton.com/review**</u>

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Review Request Text Script:

Hi ~Contact.FirstName~,

We love caring for you! Please help us help others by leaving a review for Horton Chiropractic at https://www.drjanethorton.com/review We would really appreciate it! -Noemi + Dr. Janet

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After a Review is posted.

We respond to all Reviews. It's fun to celebrate together and respond shortly after a Review is posted.

Location: Horton Chiro Google Drive\43-**Folders Guides**

30-60-90 Report

Second Thursday

First, process any outstanding 835s in INNATE and review any unprocessed EOBs in the drawer

Use the back computer, this report takes a while to run.

Print the Report

- Click the **Statement icon** (sixth icon, envelope with an arrow)
- –WAIT–
- Turn off anything that has a $0 balance
- Print this report single-sided

Prepare the data

- Turn off anything with a $0 balance (button **+/- $0)**
- Highlight the obvious Medicare re-exams
- Line out PI Cases: They are managed on a different Guide
- Line out the "Interest, Supplements" patient
- Cross off the 0-30 Column. Insurance companies have 30 days to pay, so it's too soon to consider these "late"

Process the Remaining Data on the Report

- Start from the top and go line-by-line highlighting the items that need to be addressed
  - Fix the Medicare re-exams
  - Research each item that remains on the list
    - Fix mistakes in INNATE as appropriate
    - Re-bill dates-of-service that we have not received billing back after 30 days (except Medicare Secondaries)
    - Send Bills/Statements to patients that owe on their accounts

Location: Horton Chiro Google Drive\43-Folders Guides