



Lifeline CA Training: **FRONT DESK**

A quick, simple and effective program to get a new or existing CA up and running

The most common request I get from chiropractors is, "Can you come to my office and train my new CA?" While it's a huge compliment, it's also problematic. You see, with all the best systems in place in our own practice, it takes us 11 weeks to train a new chiropractic assistant to become proficient. Not to mention, every practice is different. Of course each practice uses different systems. That being said the core principles involved in being a fabulous chiropractic assistant are the same regardless of your practice systems.

I've developed this Lifeline CA Training for those offices who haven't yet put effective training systems into your practice and find yourself over a barrel. If you're in the stressful situation of having a new CA in your practice and no one to train them, I can help.

This Lifeline CA Training is NOT meant to change how you run your practice. It doesn't modify your practice systems. What it DOES do is to train a new CA to be able to learn the fundamentals about chiropractic, telephone, and running the front desk as quickly as possible. Please note that there are separate training modules for insurance/coding and HIPAA.

While my monthly ACE Tele-seminars are extremely effective in providing on-going training, if you have a new CA, you need intensive training now. So, here's what I teach in the Lifeline CA Training Front Desk module which includes an audio MP3 file (nearly 2 hours long), plus an electronic PDF of implementation materials, that will help train your new front desk CA on:

ROLE OF A CHIROPRACTIC ASSISTANT

- Purpose and goals
- Being congruent
- Appearance (self and office)
- Preparation and organization
- Excellent service
- Positive attitude

FRONT DESK

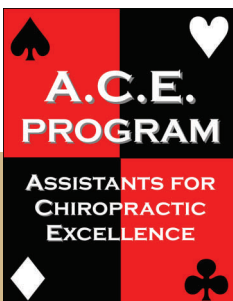
- Preparation
- Mindset
- Check-in and check-out
- New and update patients
- Typical front desk scenarios
- Opening, shift and closing duties

CHIROPRACTIC

- The Nervous System and Spine
- Innate Intelligence
- Subluxation (causes and results)
- Chiropractic care

PATIENT COMMUNICATION

- Keys for every interaction
- Making a connection
- Telephone skills
- Scheduling (current and new patients)
- Re-scheduling
- Handling cancellations
- Pat Responses to common questions
- AND MORE!



In addition to running two successful practices in Michigan, Kim Klapp teaches CAs the most up-to-date techniques and communication strategies for generating more referrals, collections and patient compliance.

Order at: www.ChiropracticAssistants.com

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