20 Tips To Running On Time*

*and maintaining your sanity

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ORMOND BEACH - PORT ORANGE  - PALM COAST - ORANGE CITY
No Financial Conflicts or Disclaimers
Why does running on time matter?

Finishing your day 15 minutes late, 5 days a week for 48 weeks a year for 20 years:

- 50 EXTRA full days (24 hours) spent at work
  - That's 150 EXTRA work days (based on 8 hr workday)

Finishing an hour behind?

- 200 full days
  - That's 600 EXTRA work days!
healthgrades
Better health begins here.

Search Doctors, Hospitals, Specialties or Procedures

Nearby: Port Orange, FL 32127

Let’s get started. What type of specialist are you looking for?

Family Medicine  Pediatrics  Internal Medicine  Dentistry
Why does running on time matter?

- Era of Health Grades
  - Online patient reviews are becoming a part of the future of reimbursements, contracts, reputations, and future career opportunities

- Bottom Line to your business
  - Over time pay
  - Office morale and cuts back on staff turnover
  - To have your lunch time to do what you need to
  - So you can get home to your hobbies, dogs, kids, or spouse!
  - (not necessarily in that order)
Our Practice

- 9 Providers
  - 2 MDs, 2 DOs
  - 4 PAs, 2 ARNPs
- 58 employees
- 5 Locations
- Aesthetic, Surgical, and Medical
- 800-900 phone calls on Mondays
Typical busy Florida practice

- 35-45 patients a day with 3-6 surgeries daily
  - 25-35 biopsies daily
  - 8am-4pm Mon-Thurs, 8am-12pm Fri

- 10 min slots for both new and established patients
  - 5-12 new patients daily
  - 80% of all 10 min slots are FSEs with all necessary biopsies, LN2 of Aks, discussion of 5FU treatments, or minor rashes done at that appt as well

- 30 min slots for surgical procedures
  - (occasionally adjusted to 20 or 40m)
My Patient Demographics
- Mostly 50-90 yo Fitzpatrick Type I-III
  - Retired, middle class
- Very little pediatric derm
- Not a medicaid provider
- Weaned out cosmetic patients
Not every tip will apply to you

- Payor Mix
- Demographics
- Procedure Mix
- Employee vs Practice Owner
- May require fundamental change to your patient flow to implement
- Some won’t happen overnight – 7th year in practice, 5th as an owner implementing changes

Better title would be “tips on running practice ergonomically”?
TIP # 1
GET TO THE OFFICE 20 MIN EARLY
Tip # 1

- Get through your mail
- Approve any refills you need
- Sign off on lab & path reports
- See your first patient 10 min early if they are there
  - You are now 10 min ahead!
TIP # 2
WRITE MORE GENERICS
AND REFILLS
Tip # 2

- Cuts down on interruptions during your day to you, but more importantly to your desk nurses
- Teach patients up front, give good pharmacy directions if you are concerned about overuse
Tip # 2

- Too many call backs on generic doxycycline
  - Rx: doxycycline hyclate 100mg BID x 5 days
  - Pharmacy note in EMA: monohydrate/tablets if less expensive

- Too many call backs on generic class 1 steroids
  - Rx: clob prop .05% ointment BID x 7 days
  - Pharmacy note in EMA: beta diprop .05%/Fluocinonide ointment/cream if less expensive

- Too many call backs on prior auths in general
  - Make the patient call their insurance/pharmacy and figure out what they can be on
Tip # 2

- Desk Nurses
  - Freeing them up from refills allows them to confirm surgery appointments so patients are on time, trouble shoot more complex issues so you don’t have to
TIP # 3
SCHEDULED TIMES FOR DRUG REPS
Tip # 3

- No one at the last hour before lunch or end of day
- No more than 3 a day in the office
- Utilize your mid levels for sample sign offs
- Be honest and upfront
  - Are you ever going to write their drug?
  - New info?
  - Regular prescriber?
- Be polite – they have a hard job and play an important role, but these rules are not hard to implement
TIP # 4
DON’T HAVE DRUG LUNCHES &
BRING YOUR OWN LUNCH
Tip # 4

- Lunch and Learns for staff for specific reasons
- Buy lunch for your staff yourself on occasion
- Biweekly pot lucks
- Allows you to have the time for yourself to catch up or close charts
TIP # 5
STANDING ORDER IN PMS FOR COMPLICATED PATIENTS
TIP # 6
SURGERY BEFORE LUNCH
AND LAST APPT OF DAY
Tip # 6

- If you need to squeeze in an emergency, this is when you do it
- If doing enough surgeries, make last 2 appts of day surgical
TIP # 7
DONT WAIT FOR THE PAPERWORK TO BE COMPLETED TO BRING THE PATIENT BACK
TIP # 8
TAKE THE PAPERWORK AWAY IN THE EXAM ROOM
TIP # 9
MAKE YOUR INTAKE PAPERWORK MIRROR YOUR SOFTWARE
TIP # 10
DON’T CALL BACK BENIGNS/DON’T SEND BENIGN LETTERS
Tip # 10

- “No news is good news”
- MAs reiterate
- Still have to know? Use your patient portal
- FREE UP YOUR STAFF
TIP # 11
EVERYONE NEEDS A MICHELLE R.
Tip # 11

- Practice implementation & management of all regulatory programs
  - Medicare E.H.R. Incentive program, PQRS, Quality Payment Program and Physician Compare.
  - Manage all of the regulatory submissions
  - Analyzing and interpreting new and revised regulations, policies and procedures
  - Maintain up-to-date knowledge and understanding of all MIPS Performance categories and their associated measure technical specifications
  - Raise quality scores through ongoing medical record audits; identify issues and trends in data abstraction, diagnosis coding and clinical documentation;
  - Provide quarterly reports assessing practices’ performance gaps and incentive payment readiness; create communication tools and workflow improvement strategies for helping clinical support staff and providers achieve incentive goals
Tip # 11

- Bachelor Degree in Business Administration & Health Information Management
- Certified Medical Coder – RHIT, RHIA, CCS
- Extensive knowledge of healthcare industry: medical terminology, CPT & ICD9/10 coding, clinical documentation, billing and medical office ops. Medicare/commercial insurance guidelines
- Knowledge of managed care data reporting and analysis such as HEDIS, Medicare Risk Adjustment, quality of care studies and benchmarking
- Ability to proficiently read and interpret medical records.
- Understanding of clinical documentation guidelines.
- Extensive experience with Microsoft Excel, Access and/or SQL helpful.
Tip # 11

You are not too small to have a Michelle R – band together.
TIP # 12
MANAGEMENT STAFF NEEDS TO BE TRAINED...OVER AND OVER
Tip # 12

- Invest in your staff
  - Biannual retreats for managerial staff
    - ADAMS training
      - http://www.ada-m.org
    - Local university managerial and leadership seminars
  - Bimonthly MA meetings
  - Quarterly Provider and Department Head Meetings
  - Quarterly Share Holder Meetings
    - Lawyer and CPA
TIP # 13
YOUR STAFF HAS REALLY GOOD IDEAS
TIP # 14
DON’T ROTATE YOUR MAs
TIP # 14

- Pay a little more if you need to for them to travel with you
- Builds loyalty and synergy in your patient flow
- Can anticipate your needs (and quirks) better
TIP # 15
CROSS TRAIN EVERYONE
TIP # 16
GET RID OF BAD APPLES AND DON’T HIRE MEDIOCRITY
Tip # 16

- Harvard Business Review estimates that up to 80 percent of employee turnover is due to bad hiring decisions.
- Do working interviews and be able to not extend a job offer after 90 days.
TIP # 17
BE IN THE MIDDLE OF EVERYTHING
& DON’T WALK FAR
TIP # 18
EMBRACE TECHNOLOGY
Tip # 18

- Sunday morning path sign outs
- Refills in a flash
- Path logs maintained/logged out with a fraction of the work involved previously
- Using the best software for your practice?
- Allergan Practice Consultant
- Using the newest updates of EMA
  - Photos now linked to paths/Protocols
- Email reminders/text reminders
TIP # 19
VISIT YOUR FRIENDS
“I can’t take a day off for that”

- Pick up just one tip that saves you 30 seconds in the room
- 40 patients a day / 5 days a week for 1 year
  - 9 full workdays worth of time
- If you are cheap, you can even write off the trip
TIP # 20
DON’T SEE PATIENTS THAT ARE LATE
Tip # 20

- 10 minute window
- Patients that habitually miss appts are deferred to mid levels or dismissed from practice
- Hard to implement until you can run on time yourself
- “Dr C runs on time” – at points of contact
Tip # 20

- Once you do, it’s a game changer for your schedule and your reputation
  - Pts will come to you just because you run on time
  - For every one patient that gets upset over this in my office, there are 30 that actually thank me and refer patients because of it.
Dr. John C. Coppola, DO

- Mary in Daytona Beach, FL | Jan 28, 2017
This is a wonderful caring doctor. He treated my husband and myself for skin cancer. One of the most caring doctors I have ever had. My husband passed away almost 2 years ago, I had called each of his doctors to cancel appointments that were already set up. Of all of his doctor Dr. Coppola was the only one that sent me a card. Also besides this doctor my husband I had several of the same doctors. To this day he is the only one that has ever mentioned my husband to me or ask how I was doing.

Flag Comment ✎ Was this review helpful? Yes No

- Vin M in Edgewater, FL | Jan 07, 2017
Dr. Coppola's office is extremely clean and well organized. I didn't wait long, met with the doctor (which required a procedure) and was out in about 20 minutes. All interactions with the Doctor and staff were professional and discreet. I highly recommend this office. Also, I was referred... more

Flag Comment ✎ Was this review helpful? Yes No

- Richard Frank in Palm Coast, FL | Dec 30, 2016
Very positive for both myself and my wife. No waiting in doctor's office, very personable and professional.

Flag Comment ✎ Was this review helpful? Yes No

- Rainer M Schroder in Palm Coast, FL | Dec 30, 2016
Never had to wait even 1 minute!!! Amazing! Very knowledgeable, very caring and does not rush through the visit!

Flag Comment ✎ Was this review helpful? Yes No