

A. COURSE / SEMINAR TITLE

Chiropractic Staff Training 101: Introduction to the Chiropractic Practice

B. DESCRIPTION OF THE COURSE

Becoming a member of the health care team is a demanding role involving any aspect of the patient engagement process. From the initial visit of the patient to the discharge of the patient from care, assisting the patient and the clinicians involves understanding the practice's operations and patient treatment needs. The following topics are covered:

- Understanding Chiropractic Care: Your new career
- Answering Commonly Asked Questions in Chiropractic
- Compliance 101: How do I get started?
- Understanding Patient Evaluation & Management Encounter types
- Advanced Multiple Appointment Scheduling
- Understanding Patient Relations
- Visit 1: The New Patient Experience
- Patient Care Management for Staff
- Fundamentals of Third Party Payment Systems
- Acknowledging the Referrer
- Teamwork in the Practice

This course brings the new staff hire into the understanding of the nature of the chiropractic practice, patient care, front office and billing procedures, and teamwork. Key aspects of learning how to implement patient relations and heightening the patient's experience to brings them into a better quality of patient-centered care.

C. EDUCATIONAL OBJECTIVES

Upon completion of this seminar, participants are expected to be able to:

1. Understand the principles of chiropractic care
2. Understand the patient experience, care management, and coding
3. Understand how to engage patients to help them understand the healing process

D. DESCRIPTION OF TEACHING METHODS USED

This seminar/course will utilize:

Recorded Video (261:20 minutes)

Supplemental Materials: Power point presentations

Online quizzes and completed work will be performed in order to ensure the educational objects were successfully met.

E. COSTS

F. REGISTRATION

To register please visit: www.bestpracticesacademy.com, click the link to register. After successfully completing registration, the course will be available in your profile.

G. INSTRUCTORS

The course will be taught by the following instructor(s) below. Please click the instructor name for a full biography.

Scott Munsterman, DC

Tim Wakefield, DC, DACBSP, CCST, CSCS

H. REFUND AND CANCELLATION POLICIES

Refund Policy: Online Courses require payment in full before access is given to the course. Online Courses are non-refundable and non-transferrable.

I. LOCATION, DATE AND TIME

The seminar is held online and on-demand, 24/7 via the Best Practices Academy online learning system at www.bestpracticesacademy.com.

J. PACE RECOGNITION STATUS

Best Practices Academy is recognized by the PACE program of the Federation of Chiropractic Licensing Boards.

PACE Approved States for continuing education credits: a complete list can be found at www.bestpracticesacademy.com

K. NUMBER OF CREDIT HOURS & REQUIRMENTS FOR OBTAINING CREDIT

This course is approved for four (4) hours of continuing education credit through PACE (see approved states in section J). Upon successful completion Best Practices Academy will directly report the credit hours received to the PACE organization within 30 days along with providing the participant with a verification letter by email. In order to receive the full four (4) hours the participant must:

- Attend and Participate in the complete course. Technology capabilities track online course attendance.
- Complete the Continuing Education Verification Form
- Pay all tuition fees for the course as stated above
- Provide a current email address for verification letter
- Complete the Course Evaluation Form

L. COMMERCIAL RELATIONSHIPS

This content is sponsored by Best Practices Academy.

M. PRIOR SKILL, KNOWLEDGE OR EXPERIENCE NEEDED

General knowledge of clinical care is helpful but not required.