

# 10 Pearls



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1. When training your staff, try not to be so rigid. Learn that everyone will bring their own style to a job. As long as your objectives are met, be flexible in **how** the job gets done. (Consider letting them do it their way)
2. One year is the limit for use of a single (Medicare) ABN (Advanced Beneficiary Notice) for an extended course of treatment. If the course of treatment extends beyond 1 year, a new ABN is required. These signed documents are to be maintained in patient's file and submitted when requesting a review on a service.
3. Good telephone etiquette involves adhering to a few general rules:
  - Give your caller your undivided attention
  - Never eat or drink while talking
  - Ask permission before placing caller on hold
  - Don't leave them on hold for an eternity
  - SMILE!
4. Running late in your office because the doctor talks too much with patients? Perhaps the simplest solution would be for staff to first explain to him/her what is happening as a result of them talking; then be prepared to rescue them (if they can't break free on their own) and finally consider a non-verbal communicator such as lights to call them out.
5. When documenting in a patients chart, be sure NOT to document:
  - SUBJECTIVE mental impressions of the patient
  - Medical opinions outside your scope of expertise
  - Abbreviations denoting personal feels about the patient
  - Anything that would embarrass you in front of a jury.
6. In order to profitably market your practice, you must learn, observe, understand and conclude.... **THEN** act. This means becoming an expert on your practice, competition, environment, patients, current marketing before starting.
7. Identify and address conflict before it happens.
  - Kill the monster while it is little (Anthony Robbins)
  - Address the problem, not the personality
  - Actively listen and understand
  - Allow a "cool down" period before angrily responding
  - Recognize that differences can be a positive thing.
8. The satisfaction that one feels from doing a good job further enhances their performance and lowers absenteeism and turnover. Workers who are satisfied are committed and will go over and above the call of duty in areas not listed in their job description.
9. Termination of an employee should only occur after corrective action has been attempted unless an emergent situation exists that compromises patient care or when you have evidence of a violation of the law.
10. Have all patients that receive any type of DME product sign a receipt stating that they received the item in good condition and always send your claim to the carrier for the region of the patient's permanent (not temporary or summer) address.