

**Front Office GURU**  
**5-Day Challenge**  
**Day 4: Practice Worksheet**

**Practice Activity #1:**

If you aren't using a call list (unscheduled list), begin to do so today. I've shared a link to my simple worksheet in today's email.

Put ANYONE who isn't scheduled for the full POC on your unscheduled list.

Call them regularly, with the goal of filling the schedule and keeping it full.

Keep updating it regularly and using it to fill tomorrow's schedule before close of business today.

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**Practice Activity #2:**

Add this scripting to your check-in process:

Greet the patient as you normally would.

Then ask: *"When do I get to see you again?"* or *"When are you back in again?"*

If they answer correctly, ask, *"Does that still work?"*

If they don't answer correctly, tell them their next appt day, date and time, and ask, *"Does that still work?"*

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Congratulations on completing my 5-day challenge! It's time to share your success!

**I would LOVE to hear how it's going and what successes you've experienced as you've implemented my simple tips for scheduling success...**

Send me an email and let me know how it's gone: [dee@frontofficeguru.com](mailto:dee@frontofficeguru.com)