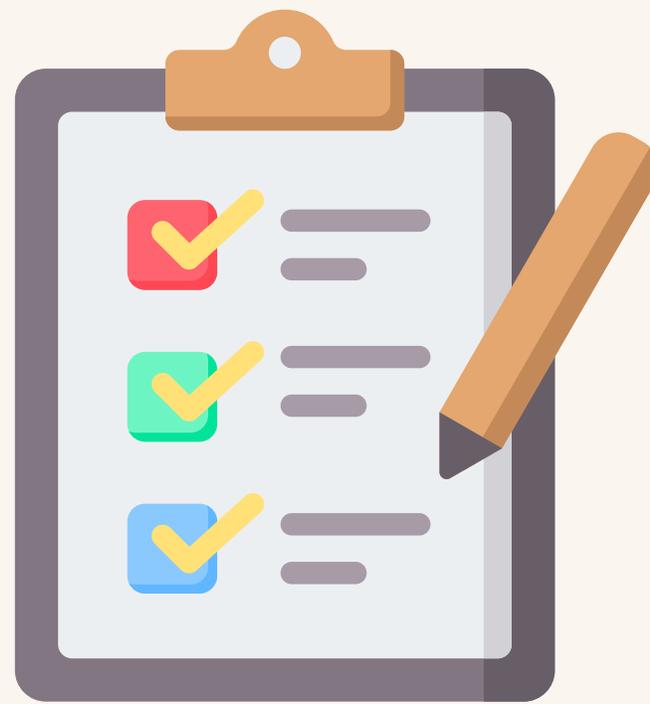


MEDICAL PRACTICE ASSESSMENT CHECKLIST



FRONT OFFICE

- Review / Implement EHR/EMR
- Review Patient Registration Process
- Review Patient Check-in Procedure
- Review Patient Contact Methods
- Review Training for Front Office Staff
- Review Missed Calls / Appointments
- Review Ease of Scheduling
- Review Employee Productivity
- Review Referral System & Management

MARKETING

- Review Marketing Team & Channels
- Review Marketing Budget
- Review Customer Feedback
- Review Website Usability
- Review Website SEO
- Review Google My Business Listing
- Review Competitors in 30-Mile Radius
- Analyze Competitor's Services and Pricing
- Conduct SWOT Analysis on Your Practice and Your Competitors
- Analyze Your Competitor's Marketing Efforts. Analyze how You Differ

FINANCIALS & BILLING

- Review Accounts Receivable
- Review Denial Rate
- Review Payer Contracts
- Review Medical Billing Software
- Review Pre-Authorization Process
- Review Payer Contracts
- Review Business Plan & Goals
- Review Revenue Cycle
- Audit Finances for Fraud

COMPLIANCE

- Review in-person and digital security
- Review / Implement business associate agreement
- Review Password Protection Measures
- Review Cyber Insurance Policy
- Educate Staff on Compliance Changes
- Conduct Compliance Audits
- Review Documentation Procedures