

Title:

Using Outcome Assessment Questionnaires to Improve Outcomes and Patient Satisfaction

Presenter Name:

Michael D. Massey, DC

Total Hours:

1

Course Topic:

Documentation

Course Description:

From intake and demographics to outcome assessments and informed consent, this course outlines what to gather, why it matters, and how to tailor the intake process to accommodate special situations like personal injury, workers' compensation, or treating minors. Attendees will leave with practical tips and a clear checklist for building a patient-friendly and legally sound intake process.

Course objectives:

- **Identify the essential forms and information** required during the new patient intake process, including demographics, health history, authorizations, and financial disclosures.
- **Explain the purpose and legal importance** of informed consent, outcome assessments, and communication/privacy policies.
- **Adapt the intake process to special patient scenarios** such as personal injury, workers' compensation, and minors, ensuring appropriate documentation and compliance.

Hour-by-hour outline:

Hour 1:

- Outcome assessments
- Privacy and communication authorizations
- Consent
- Special circumstances (personal injury, workers compensation, minor, etc.)