

How to Create a Powerful Patient Experience Through the New Patient Examination (2 Hours CE)

Dr. Irum Tahir

Course Outline: Hour 1

1-15 Mins:

- Introduction of Dr. Tahir; understanding the importance of Chiropractic Practice in practice, the significant impact we can make in the lives of New Patients
 - Working within New Patient expectations
 - How to prepare for the New Patient in practice- Communication with New patient in an appropriate manner that prepares them accordingly.
 - Making sure that your team is prepared for the New Patient- i.e., Insurance verification, visit limits, benefits and referral sources
 - What type of educational materials will the New Patient experience when they come into the office?

16-30 minutes:

- Preparation and Introduction with the New Patient
 - Scheduling the New Patient appropriately; communicating referral source, permission to communicate patient information
 - Process of adding Information of the New Patient into E.H.R. ensuring HIPAA protection
 - Beginning with Gratitude; leading the New Patient, Rapport building
 - Elevator Pitch: Explaining unique value proposition of the practice and what you do differently and how you will be conducting the examination.
 - Gaining permission to begin Exam; Ensuring patient comfort, no matter their condition and being mindful (initial)
 - Understanding common complaints of the patient such as:
 - Low back pain
 - Sciatica
 - Piriformis Syndrome
 - Sacroiliac Joint dysfunction
 - Mid back and Rib pain

- Headaches
- Neck pain
- Pubic symphysis dysfunction
- Setting appropriate expectations to the New Patient regarding care

30-45 mins:

➤ **Subjective**

- Subjective Case History:
 - Importance of a clear and thorough history of the patient, including what specific questions to ask the patient in order to gain a better, more thorough understanding and diagnosis of the patients' complaint.
 - Understanding clear red flags and contraindications to care
 - Coding for 99202, 99203, 99204, 99205- All components need to be addressed in order to code for each CPT code.

46-60 mins:

➤ **Objective:**

- Objective Assessment of the patient
- Proper flow of examination (to ensure patient comfort and what they are able to do or not do)
 - Specific examination of the Patient:
 - How to include special evaluations (if doing, such as TMJ, extremities, prenatal) in addition to regular Chiropractic, Orthopedic and Neurological exam
- Vitals
- Musculoskeletal assessment, biomechanical assessment and gait assessment

Course Outline: Hour 2:

1-15 mins

- **Neurological and Orthopedic Examination**
- Neurological examination (key testing and findings)
- Orthopedic examination (key testing and findings)

16-30 mins

- Orthopedic Examination, Chiropractic Examination & Red Flags to Care
- Orthopedic examination continued (key testing and findings)
- Chiropractic examination- testing and findings
- Red Flags that should not be ignored, examples such as slips, falls, severe abdominal or back pain, early contractions in prenatal, etc.

30-45 mins

- **Communicating Chiropractic + Examination Findings Effectively**
- X-rays- ordering them/ taking in office and analysis- Simple discussion.
- Components of a Chiropractic Report of Findings
 - How to implement a clear plan of action for the New Patient
 - Clear methods to be able to explain to a New patient easily what your findings are and plan and commitment for care going forward
 - Creating a clear treatment plan- setting expectations for the patient and gaining commitment to care
 - Example of Sample Notes (SOAP)
 - A word on being specific with diagnosis coding, differential diagnosis is very important
- Simple Nutritional recommendations for the New patient:

46-60 minutes:

- **Common Lumbopelvic disorders and using Simple Pelvic Blocking for results.**
- A word on Lumbopelvic disorders and complaints- common patterns: 9 different structures to assess, evaluate and correct common pelvic problems. (Both SI joints, Sacrum – all motions, Coccyx, Sacrotuberous ligaments, Pubic Symphysis, Lower back in relation to Sacrum, Psoas and Piriformis mm.
- Correction of various issues with pelvic blocking – simple blocking methods that yield big results: PI ilium/ AS ilium- prone blocking technique and the results.
- Tie everything that was taught together into an understanding of the beginning, middle and follow through of New Patient Exam; Conclusion.