

Following is the checklist for achievement of the Integrity Management Five Star Quality Award. We utilize this checklist to ensure that we are working toward more than just NUMBERS of patients but rather toward true QUALITY service in all aspects of your practice.

To be eligible to receive the 5 Star Award you must have achieved the following:

First Qualification: Promptness

- New patients are scheduled within one business day
- 90% of time, no patient waits longer than 10 minutes (both new and established patients)
- Patients are contacted within 15 minutes of a missed appointment
- First visit no longer than one hour 15 minutes
- You have a punctual 1st day visit, you are prepared, you are personal, you are punctual

Second Qualification: Integrity Management Testimonial Office Tour

- Script is followed, performed after health history is turned in

Third Qualification: Integrity Management Personal Orientation DVD

- Shown immediately after office tour.

Fourth Qualification: The Patient "Gold Card Examination".

- The gold card examination checklist is used to make sure that the patient has received all necessary services
- Examination includes any necessary x-rays
- All products and services are in supply and prepared to be delivered as needed

Fifth Qualification: The Integrity Management Report of Findings

- Every patients receives the written Integrity Management report on the 2nd visit
- Every patient is scheduled in advance for their treatment plan

Sixth Qualification: Follow Up – The Doctor's First Call

- Each patient receives a personal call after their first adjustment

Seventh Qualification: The New Patient is Scheduled to Attend "How To Stay Young the First 100 Years"

- Classes are held for all new patients

Eighth Qualification: Progress Exam and Written Report

- Progress exam performed AT LEAST by the 15th visit and Integrity Management written progress report is given

Ninth Qualification: The Office Facility

- Facility is well-maintained, up to date and clean
- Children's area
- Equipment is modern

Tenth Qualification: Website Access

- Patients can find your location and hours
- Patients have access to health history forms