

Checklist: The Road to Revenue Recovery

01 Plan Formulation

Stabilization Plan Design:

Organizational priorities, guiding principles and plan design/ activation; clear expectations and accountability

01

03 Procedural Surgical Schedule Redesign

Scenario Simulation Modeling:

Design optimal procedural/surgical schedule (balance capacity and backlog demand)

03

05 Provider Outreach Team Engagement

Provider Relationship Management:

Communicate new processes and procedures to providers including availability for reschedules

05

07 Orchestrate Automated & Access Center Outreach

Revenue Recovery Nurture Flows and NBA Driven Newsletters:

Prioritized automated outreach including channels for nurture campaigns and patient newsletters

07

START

02

02 Operational Capacity Modeling

Capacity Modeling: Rooms, Staffing, Ancillary, Support, Supply/Equipment capabilities and capacity to satisfy need

04

04 Aggregate Backlog of Cancelled Appointments

Campaign Builder: Extract appointment and status data from EMR / scheduling platforms

06

06 Design Prioritized Patient Engagement Campaign

Revenue Recovery Next Best Actions: Prioritize appointments for in-person and telehealth conversions, by appointment type, and calls to action with capacity throttles

GET STARTED

Request a quick start demo today at the link below [SymphonyRM Demo Request](#)

Checklist: The Road to Provider Outreach Recovery

Engage Stakeholders

Priority and Plan Alignment: Organizational strategic reprioritization – stakeholder alignment on recovery and new normal vision and plan integration. Scenario modeling to test variables and impact on patients and providers

01

Record and Report Feedback

Provider Interactions and Performance Excellence

Record interactions and conversations diligently. Aggregate and analyze data in order to report key issues to Executives. KPI monitoring and path correction

03

Infrastructure and Tracking to Reduce Provider Burnout

PRM Lite: Providers are facing burnout. This has been an emotional time for all. Ensure data collection and aggregation on burnout drivers. Enable precise responses to individual needs and identify strategic issues

05

START

02

Increase Outreach and Activity

Provider Relationship Management: Many Providers want and need to hear from you. Be prepared to discuss relevant topics of growth and access, i.e. telehealth strategy, conduct peer-to-peer meetings, etc.

04

Involve Providers in Patient Engagement Campaign Relaunch

Provider Based Campaigns: Patients trust their providers – used personalized Next Best Actions to assure that communication is relevant and impactful.

GET STARTED

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