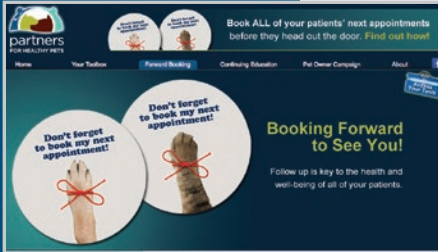




THE KEY TO FORWARD BOOKING APPOINTMENTS: Unlock the Potential of a Best Practice for Your Practice

Forward booking simply means scheduling ALL patients' next appointments before they leave the practice after their current visit. This should be done for medical progress exams and for preventive healthcare exams. Forward booking ensures your patients receive the highest quality care at the right time.

Partners for Healthy Pets has designed a suite of tools to help you implement forward booking in your practice. When you put all of these forward booking pieces together, the result is healthier patients and a healthier practice.



1

Where to start: Go to www.partnersforhealthypets.org and click on the Forward Booking tab on the top of the homepage. There you can access all forward booking tools online which are also available in a downloadable format.



2

Declare your practice a Forward Booking Practice at a staff meeting and identify a champion for this project. To be successful, the entire practice team needs to understand the value and benefit of this important initiative.



3

Train your team and develop a practice protocol for forward booking with staff input. Use the how-to guide, *Forward Booking Appointments: How to Fill Your Appointment Schedule*, the communication tips training video and the video discussion guide. Everyone needs to commit to make this happen.



4

Keep forward booking top of mind for your team and clients with posters and buttons. Buttons can be ordered and a PDF of the posters can be downloaded at the website.



5

For a more comprehensive approach to forward booking, you can use the forward booking module in *The Preventive Pet Healthcare Practice Champion Workbook*. You can order the workbook at the Veterinary Hospital Managers Association website or the National Association of Veterinary Technicians in America website.





THE BOTTOM LINE:

When you put all the forward booking pieces together, the result is healthier patients and a healthier practice.

