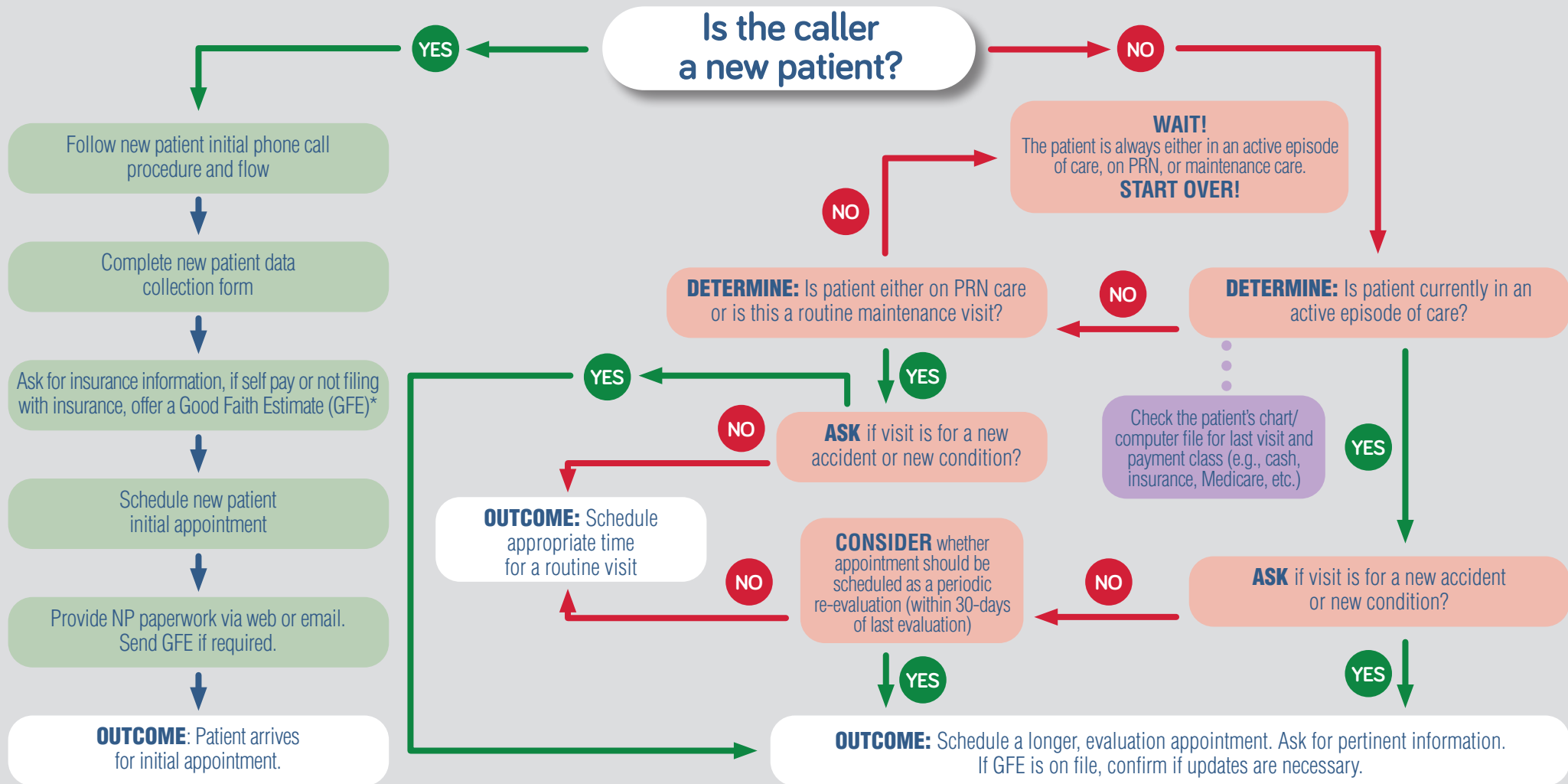




The KMC University Front Desk Decision Making Matrix ©

In-Bound Patient Phone Call

Every patient is always either an “established patient” or a “new patient (NP).” All established patients are either “within an active treatment episode,” in “scheduled maintenance (not active) care,” or they have been instructed to “return as needed” (PRN). It is the job of a Front Desk Chiropractic Assistant (CA) to know what type of patient is on the other end of the phone line.



*Good Faith Estimate (GFE) is required when a patient is uninsured, self-pay or not filing a claim with their health plan. The provider must provide it in writing based on the timeline provided by the regulation.