

Figure 21-3

PRACTICE SYSTEMS

1. Quality of Services
2. Production
3. Staffing — Work Group Effectiveness, Responsibilities, Compensation, including Bonuses, Fringe Benefits and Retirement Planning Contributions
4. Scheduling
5. Financial - Expense Management, Overhead Control and accounts Receivable
6. Marketing — Referrals, External Marketing
7. Hygiene and Recall Systems
8. Method of Patient Payment - Fee for Service, Insurance, Managed Care, Capitalization
9. Patient Records Management
10. Consultation and Diagnosis
11. Facility Use