

Speak to each team member individually to assess their work preferences during this time

DEVELOP TEAMS AND ROTATE STAFF

TELEWORK OPPORTUNITIES FOR STAFF

- Updating Employee Handbook
- Updating Training Handbooks
- Updating Insurance Manuals
- Set up Marketing Calendar for rest of the year and potentially 2021
- Set up Yearly Staff Training calendar (for OD's/PA's)
- Set up Master Calendar, updated through next 2 years (for OD's/PA's)
- Training
 - Review available webinars through multiple resources
 - PMS webinars
 - Lab/Lens webinars
 - Buying Group Webinars
 - WG Webinars
 - Patient Contact Management software (SR, Weave, etc.)

IF ACCESS TO PMS

- Clean and update Service and Products lists/tables
- Update fees
- Update Frame and Contact lens inventories
- Inhouse Audit
 - Pull 10 random Charts and their invoices
- Clean and work Aging AR
- Check all recall systems (SR/Demandforce/Weave, etc.) for proper settings and consider updating scripts
- Recall Campaign

ABILITY TO WORK IN OFFICE LIMITED STAFF WITH LIMITED/NO PATIENTS

- Inventory Audit
- Patient Production Cycle Audits
- Instrument training/review
- Insurance training and review
 - Eligibility/Authorizations
 - Posting Charges
 - Submitting claims

- Clean and arrange contact lens trial room
- Other projects we don't usually have time to complete
- Deep cleaning
 - 4 Corners
 - Property / Parking Lines
 - Outdoor Signs & replace burnt out bulbs in LED signs
 - Outdoor Light Fixtures
 - Landscaping
 - Outdoor Seating
 - Outdoor Window Cleaning

 - 4 Walls
 - Frame Boards
 - Instrumentation
 - Computers/Laptops
 - Lobby Chairs; underneath too
 - Toss dated/faded materials/brochures
 - Drawers and Cabinets

- Inventory of Supplies
 - Clinic Supplies/par list
 - Office Supplies/par list
 - Marketing Supplies/par list