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**Sandbox Rules**

* Hired only “A” players
* Doctor’s Report – for every new patient
* Spouse at Doctor’s Report
* Huddle with team every shift
* Start on time…every time
* Talk only “TIC”
* 100% impeccable service & quality of care
* 100% clean office
* Our wait time is always under 15 minutes
* Always confirm next appointment and promote something in practice
* Family Gift Certificate to every new patient on checkout
* 9.5 attitude within the practice at all times
* Team meeting weekly at set time
* Performance evaluations with team every quarter
* Management by objective, checklist, agreement
* Have 100% PTC (Present Time Consciousness) at all times
* Market practice 3 months in advance
* No receivables over $100
* All patients make up missed appointments (MUM)
* 15 minute missed appointment phone calls
* Every patient get a MAP (Multiple Appointment Calendar)
* We M.M.A.C. (Measure Monitor Adapt & Change)
* We post on social media every day (FB, IG, Live, etc.)