

MMA

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America's Chiropractic Employment Agency
Providing quality temporary and associate doctors since 1989

Substitute Doctor Office Coverage Guidelines

1. If MMA presents you with a position, please call the client within 24 hours to touch base and set up an orientation if the contract is 3 days or more, even if the position is several months away, otherwise a phone consultation will be sufficient for 1-2 day contracts or short notice.
2. During personal orientation or phone consultation please ask several questions regarding time spent with each patient (must be duplicated), and adjustments he does or does not do. Does he adjust rotary or gonstead style? Prone or supine? Anterior or posterior dorsal? S.O.T., activator or A.K.? Ask questions. Don't treat his patients with techniques totally different than what they're used to. Also, ask about soap notes, whether they are hand written notes, quick notes, or dictation notes. Make sure you are familiar with the exam forms and fill them out completely. You should review X-rays taken on new patients and find out where the client's X-ray technique chart is located.
3. Do not over-treat or over adjust. Do not force anything. Adjust about 30% less on the client's patients than you would on your own. It is better that the client's patients say that you were gentle but effective, rather than rough. Do not treat new areas of the spine that the owner doctor does not normally do, unless you feel it is necessary to the patient's recovery. **DO NOT CONTACT** the skin for palpation or adjustments if the client does not. Many female patients may be offended to this if they are not use to this. Do not reduce patient's frequency of care unless indicated on a long term position. If a patient asks about this or questions care, tell them the Client will go over it with them upon return. Reassure patient that client is a good doctor and knows what is best for them. Don't ever belittle client, always praise them.
4. Keep daily notes legible and up to Client's standards, and keep track of number of visits seen each day by asking the receptionist when you leave that night. **Fax the tracking sheet noting the number of patients seen, full or half day worked, gas reimbursement per round trip, and motel (if utilized) to MMA at the end of the week.**
5. Be cooperative, congenial and professional with patients and staff at all times - even if you do not agree with something. It is not worth arguing, you are only there temporarily. If there is a conflict over your particular duties, or anything else, then call MMA immediately. Also, if there is anything that appears to be unethical or illegal contact MMA immediately.
6. Do not hang around the front desk or flirt with the staff. They are busy and will let you know when they need you. As the staff if it is ok to sit in the clients office before doing so. Don't take naps in between patients or at lunch in the office. Be careful what you say to staff and patients, as much of this will be repeated to the client. Do not socialize with the patients or staff during or after hours.

7. Male Sub Doctors: Wear a tie always and/or clinic jacket if client prefers, especially to orientation
Female Sub Doctors: Wear business attire and/or clinic jacket if client prefers, especially to orientation.
8. If you smoke, please wait until after hours or lunchtime to have a cigarette. Wash hands thoroughly before treating patients. No one appreciates their doctor smelling like tobacco.
9. Do not solicit patients or staff to buy into any sales or marketing supplements or weight loss programs at any time during or after the coverage work.
10. Leave a note for owner doctor regarding new and acute patients, suggested scheduling of an MRI, or further testing upon his return, so he may be warned before adjusting a high risk patient. Also, any patients that did not respond to your care, or have taken a turn for the worse. **DO NOT** leave your phone number or business card with the staff or the client at any time. If the client needs to reach you regarding a patient, clinical business, or future work, you should encourage them to contact MMA first and we will contact you directly to have you call the client.
12. Do not accept future work for two years after contract completion directly from the client without going through MMA, as stated in the contract.
13. Do not make long distance phone calls on client's bill. Use your calling card and keep calls to minimum, during office hours.
14. Do not use their computer or internet connection or any other personal items at any time for personal use.
15. The above items are very essential to the owner doctors. Remember, these are your colleagues, and this is their office, treat their practice well and like you are a guest in their home, and you will be successful in this specialty.
16. Compensation is to be mailed 12-13 days after the Friday of the week you worked and weekly payments thereafter if long term. **If motel or fuel is not utilized, reimbursement is not paid and MMA needs to be notified of this when faxing tracking sheets each week.** Good Luck!!
17. Please do not solicit our Clients or patients orally or by leaving literature or business cards. If our Clients or their patients need to speak to you regarding any matter, they will contact MMA first, and then we will contact you.