



## ON-SITE AUDIT

Adding to the benefits of the Off\_Site Risk Management Audit, with the On-Site Audit Dr. Machen will schedule a mutually convenient day to spend at your office and observe first hand the operation of all aspects of the practice including the doctor-patient/parent interactions, the doctor-staff interactions and the staff-patient/parent interaction. Depending on travel schedules, Dr. Machen will also meet privately with you either the evening before or at an early breakfast to further discuss the specific client and/or practice concerns or needs.

Dr. Machen and his co-principal, Hollie A. Bernstein Machen, Esq. will discuss the information obtained and design a specific, comprehensive and customized Audit program, and will be responsible for preparing the materials, sending the surveys, evaluating the returned surveys, discussing the surveys, reviewing all records, correspondence samples, charts, documentation, procedures and protocols, along with completed questionnaires and all other information. Then, you and Dr. Machen will have one or more telephone discussions regarding the materials submitted. Next, a detailed Audit Report will be prepared and submitted for your review.

The Report will include a thorough analysis of the risk management risks that face the practice and give suggestions for eliminating these as well as suggestions for providing optimal patient care and increasing referrals, while enabling you to practice in a stress-free environment. The Report will also include a suggested implementation schedule for the suggestions made.

There is nothing that compares to the Risk Management On-Site Audit as efficient and effective program to optimize your practice to achieve a stress-free orthodontic practice with optimal patient care, increased referrals and referrals sources, while eliminating negative patient comments and professional negligence malpractice lawsuits.

Your orthodontic practice is your most valuable, tangible asset...your future and that of your family. It is worth the investment.