

Paperwork tracker

[illegible]

- After every single appointment, update the tracker before you leave the parking lot. Memory is not a reliable filing system for this many moving parts.
- Ask every provider directly: "What happens next, and who's responsible for it, me or your office?"
- Keep a running list of questions for your surgeon's office instead of calling every time one pops into your head. Batch them.
- If your program has a patient coordinator or navigator, use them constantly.