

Lori W. Allen's
 **INTEGRATED**
PHYSICAL MEDICINE *training series*
THREE

Virtual Online Module
Reactivation

Workbook

2015

Virtual Online Module Reactivation

What is Reactivation?

Reactivation is the implementation of a process that allows you to keep in contact with past patients who have not been in the office in over 30 days.

Reactivation follows the Recall System



Follow a Simple Schedule for Reactivation Outflow:

- Prevent patients from falling through the cracks
- Keep patients on the right track to maintaining their health and wellness
- Maintain practice volume and create referrals of new patient cases

Implementing Reactivation

The first week of every month – Pull the Reactivation Lists

Based on the Date of Last Services

Pull Three Categories

31-60 days

61-150 days

151-days and back (suggested 2 years)

Scrub the Lists

Make sure the lists consist of the desired and correct patients to reactivate.

Notes

Virtual Online Module Reactivation

Sample

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6 Pull 31-60, 61-150, 150-back Reactivation lists Mail 31-60 day letter	7 Scrub Lists	8	9	10	11
12	13 31-60 Follow Up Phone Call	14 Mail 61-150 Postcard (rotate cards)	15	16	17	18
19	20 Email 151-back	21	22	23	24	25
26	27 Specialty Reactivation	28	29	30		

Date of Last Services 31-60 days

Mail the 31-60 day Reactivation Letter

Dear _____,

Your health is our top priority, and we can't help you meet your health and wellness goals if we don't see you. It's been more than a month since we've seen you, and we miss you.

At ABC Healthcare, you are an individual, not just a medical chart or a case number. Our dedicated professionals are here to create a program just for you. We want to do all we can to help you get and stay healthy!

Our integrated approach combining medical, physical therapy, and chiropractic care allows us to develop a program that fits your lifestyle and personal goals.

When we last saw you, you were working hard to improve your health. Don't let that effort go to waste. Together, we can make the journey to a healthier you. Call us to discuss how we can help you achieve your health goals and answer any questions you may have.

We look forward to seeing you again soon!

In Good Health,

The Staff at ABC Healthcare

Virtual Online Module Reactivation

31-60 Day Insert

- New Profit Center
- New Provider
- Internal Event
- An Invitation Back with a Special Offer



PHYSICAL Healthcare of Jacksonville

Why is **Integrated Care** Best For You

Physical medicine and rehabilitation offers patients treatment to enhance and restore physical function and quality of life.

Combining medical care, chiropractic care, physical therapy, rehabilitation, massage, and state-of-the-art diagnostic testing, this integrated healthcare model provides individualized relief and overall wellness.

Treatment Specialties

- Knee Pain
- Sports Injuries
- Auto & Work Injuries
- Neuropathy
- Whiplash
- Neck Pain
- Back Pain
- Headaches
- Carpal Tunnel Syndrome
- Fibromyalgia

The multidisciplinary, multispecialty approach of physical medicine effectively treats many musculoskeletal disorders to relieve pain, build strength, and maintain wellbeing. Traditional medicine alone cannot compare with the combined knowledge, specialization, and care offered by a team of doctors and medical professionals working together in physical medicine.

The Four Phases of Care
 Your body heals in progressive stages, and physical medicine provides the individualized support you need through every phase of your care:

1. Relieve Your Pain
2. Correct the Cause
3. Strengthen Your Body
4. Maintain Your Wellness

904-645-0777
 www.physicalhealthcarejax.com
 12020-B Beach Boulevard, Jacksonville, FL 32246



Discover Optimal Healthcare Physical Medicine

Living with pain is not living at all.

For over a decade Discover has been providing healthcare to help our patients achieve and maintain the highest possible levels of physical, mental, and social wellbeing. We believe that quality care begins with listening to each patient's needs, and ends when that patient reaches optimal health. Our dedicated staff provides a thorough examination, determines the cause of the problem and then tailors an individual treatment program to support each patient's efforts to reach their personal goals.

At Discover Optimal Healthcare Physical Medicine we strive for excellence in everything that we do. We constantly upgrade our skills and knowledge to give you the best healthcare possible. We will help you to achieve the best possible results - to feel quickly, welcome pain, and reach your personal best in all aspects of health.

State-of-the-art Diagnostic Procedures

- Onsite X-ray
- Physical Performance Testing
- Functional Capacity Examinations
- Nutritional Counseling
- Spa Treatments
- Allergy Testing

CALL today → **FREE PAIN CONSULTATION**

Dr. Andrew Padilla, DC (Chiropractor)
 Dr. Ryan T. Gaultier, MD (Medical Director)
 Dr. Scott Wagner, DC, DACNB (Chiropractor)
 Dr. Steve Anderson, DPT (Doctor of Physical Therapy)
 Justin Smith, D.C. (Certified Physical Therapist)

• Chiropractic Care
 • Rehabilitation Therapy
 • Holistic Medical Treatments
 • Diagnostic Studies
 • Durable Medical Equipment
 • Massage Therapy
 • Weight Loss & Wellness Programs
 • Trigger Point Therapy

610-876-6180
 www.DOHealth.net
 3212 Edgemoor Avenue, Brookhaven, GA 30132



DISCOVER Optimal Healthcare Acupuncture

Acupuncture is among the oldest healing practices in the world and is a safe, natural, drug-free and effective way to restore health. The treatment helps to activate the self-healing abilities of the body, and strengthen and support the body to prevent future illness and disease.

- Addictions like Cigarettes, Alcohol & Drugs
- Asthma
- Anxiety
- Headaches & Migraine
- Depression
- Fibromyalgia
- Chronic Pain Neck, Back, Joint & Muscle Pain
- Insomnia
- Irritable Bowel Syndrome
- PMS & Menstrual Pain
- Skin Conditions
- Weight Problems

...The list goes on & on!
 Acupuncture not only relieves a variety of issues, but has been shown to improve circulation, drain lymphatic fluid for a calming effect on the nervous system, strengthens the immune system, and improve your overall health and wellness.

CALL Discover Optimal Healthcare at 610-876-6180 Today to Find Out How Acupuncture and Traditional Chinese Medicine Can Help you!

STRENGTHEN & SUPPORT your BODY
 3212 Edgemoor Avenue, Brookhaven, GA 30132



MANAGING Allergies **SCOTT MEDICAL Health Center, P.C.**

Do you suffer from any of the following symptoms?

• Runny, Itchy Nose	• Itchy Skin	• Headaches	• Fatigue
• Sneezing	• Hives, Swelling	• Irritable Bowel Syndrome	• Joint Pain
• Red, Itchy Eyes	• Nausea/Vomiting	• Auto Immune Syndrome	• Constipation
• Skin Rash	• Diarrhea	• Anxiety/Depression	• Asthma
• Wheezing	• Abdominal Pain and Cramping	• Pain	• Palpitations
• Blushing	• Difficulty to Lose Weight		

Allergy Symptoms appear when an immune system response is stimulated due to the presence of an irritant that is typically not harmful.

Type I allergies or hypersensitivity allergic reactions are caused by the release of histamines. Symptoms can include itchy watery eyes, congestion or runny nose, red or swollen eyes, skin rashes such as hives or blisters on the skin may appear, or the symptoms can include nausea or vomiting, abdominal cramping, pain or diarrhea.

Type II or III allergies or delayed allergic reactions tend to affect more systems as the allergen travels through the blood stream to the organs of the body producing systemic, or whole body reactions. These symptoms may include fatigue, swelling, IBS, congestion, depression/anxiety, palpitations, headaches, joint pain, weakness, pain or auto-immune reactions.

How are the Tests Administered?
 We use two different approaches to allergy testing. We test Type I allergies with the use of the prick test. This involves placing a small amount of the allergen on the skin, either on the back or on the forearm. The skin is then pricked and it is watched for about 15-20 minutes to see if a response occurs. Several allergens can be tested at the same time.

Type II and III allergies are done via a blood test. A small amount of blood is drawn and sent off to the lab where they test for reactions. Results are typically back within 24 days and our medical staff will go over the results with you.

What happens once we figure out what you're allergic to?
 Once your allergic tests are diagnosed, we use immunotherapy to reduce or eliminate the allergic response caused by Type I allergies. Unlike antihistamines, immunotherapy trains the immune system to tolerate the allergen by gradually introducing increasing amounts of the allergen which reduces overall sensitivity your immune system has to it.

Type II and III allergies are treated by identifying and eliminating food (systemic) allergens. By using conventional allergen testing we learn exactly which foods, preservatives, flavorings or other additives you are allergic to. Eliminating these from your diet will help your body heal, and help you to feel your best.

CALL TO SCHEDULE YOUR COMPLIMENTARY CONSULTATION TODAY!
412.279.4522

Scott Township • Wexford • Murrysville
 www.scottmedicalcenter.com

Virtual Online Module Reactivation

Week 2

Sample

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1	2	3	4
5	6 Pull 31-60, 61-150, 150-back Reactivation lists Mail 31-60 day letter	7 Scrub Lists	8	9	10	11
12	13 31-60 Follow Up Phone Call	14 Mail 61-150 Postcard (rotate cards)	15	16	17	18
19	20 Email 151-back	21	22	23	24	25
26	27 Specialty Reactivation	28	29	30	1	2

31-60 Follow Up Phone Call

Standard

Hi, this is Lori calling from ABC Healthcare. How are you today? (wait for answer) I am calling to see if you received the letter that we sent you last week.

Custom

We were talking and we miss seeing you in the office. We have added _____ service since you've been in and I would love to have you come in and take a look.

Or

I was just calling to tell you that we miss seeing you in the office and during the month of June we are going to have a complimentary nutritional consultation for all of our patients.

Customize this to your office concerning the new services or offer.

Virtual Online Module
 Reactivation

Mail the 61-150 Day Postcard



Patient will receive 5 Professional Contacts within the 31-150

- Letter
- Follow Up Phone Call
- 3 Postcards

It Doesn't Matter What Order the Patient Receives the Postcards In

Notes



Virtual Online Module Reactivation

January

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March

Mo	Tu	We	Th	Fr	Sa	Su
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

April

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

Mo	Tu	We	Th	Fr	Sa	Su
						1



July

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

September

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November

Mo	Tu	We	Th	Fr	Sa	Su
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Virtual Online Module Reactivation

Sample

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1	2	3	4
5	6 Pull 31-60, 61-150, 150-back Reactivation lists Mail 31-60 day letter	7 Scrub Lists	8	9	10	11
12	13 31-60 Follow Up Phone Call	14 Mail 61-150 Postcard (rotate cards)	15	16	17	18
19	20 Email 151-back	21	22	23	24	25
26	27 Specialty Reactivation	28	29	30	1	2

ARE YOU SUFFERING from BACK PAIN?

We offer the fastest way to Relieve Disc Herniation, Bulge, and Injury by combining cutting edge treatments with a multi-disciplined approach of pain management, chiropractic care, physical therapy, & spinal rehabilitation to treat disc injuries and regenerate and heal injured discs and tissues.

IF YOU SUFFER from:

- Low Back Pain
- Herniated Disk
- Muscle Spasms
- Sciatica

RELIEF just a phone call away!

call today **718-260-1000** for your **FREE PAIN CONSULTATION**

if your pain is back, call us.

PHYSIO LOGIC
 www.physiologicyc.com
 187 Rensselaer Street • Brooklyn, NY 11201

FREEDOMHEALTH CENTERS

NUTRITION AND WELLNESS

If you suffer from pain, fatigue, fatigue, excess weight, or changes you may feel like the door is closed to fully enjoying your life, we are here to help guide you to a healthier lifestyle to overcome what holds you back. Remember, being with pain is not being at all. The path to wellness starts with proper nutrition, fitness, and mindset.

NUTRITION

Diets and nutritional facts can be tempting, but true wellness is not just looking your best. It is feeling your best through optimal nutrition. Wellness is the key, and a diet rich in variety is a great way to stay on the healthy track.

Try incorporating these 10 super health foods into your daily routine!

- 1. **Vegetables** - Green leafy vegetables, cruciferous, and berries
- 2. **Legumes** - Lentils, chickpeas, and beans
- 3. **Whole Grains** - Quinoa, brown rice, and whole wheat
- 4. **Fruits** - Apples, oranges, and berries
- 5. **Healthy Fats** - Avocados, olive oil, and nuts
- 6. **Protein** - Eggs, fish, and lean meats
- 7. **Water** - Stay hydrated
- 8. **Herbs** - Turmeric, ginger, and garlic
- 9. **Seeds** - Flax, chia, and hemp
- 10. **Spices** - Cinnamon, cayenne, and black pepper

TARA BOWING, CLINICAL NUTRITIONIST

As a nutritionist, I help you to be a better version of you. I provide you with the knowledge and inspiration to achieve your health goals. I offer personalized nutrition plans that are tailored to your unique needs. I help you understand the science behind nutrition and how it can be used to improve your health. I provide you with the tools and resources you need to succeed. I am here to support you every step of the way.

SUPPORT

We want you to consider us all Freedom Health Centers a part of your support system. We will be your partner to help you reach and exceed your wellness goals.

PHYSIOLOGICALLY SOUND • PHYSIOLOGICALLY SOUND
 2375 Virginia Parkway, Suite 100 • Midlothian, Texas 77020
 www.freedomhealthcenters.com

Lose 30 in 30
 30 lbs in 30 Days

Medically Supervised WEIGHT LOSS PROGRAM

Take advantage of this special 999 limited time offer which includes:

- Complete Medical Exam
- Health Coach
- Fat Burning Injections
- Nutritional Counseling

only \$99

call today **FOR YOUR FREE CONSULTATION**

SUPERIOR HEALTHCARE

Bella Ferry / Hwy 92 Canton Woodstock
 678-293-9963 678-567-6827 678-293-9911
 superiorhealthphysicalmedicine.com

151-Back Email

Keep it simple and convert the insert you used in week one into an electronic format and use this as your email. Just like the insert, the email can be informational, educational, or direct response.

Once You Start the Reactivation Process, you never stop!

Virtual Online Module Reactivation

You Have Now Been in Contact With Your Past Patients 6 Times:

- Mailing with Insert
- Follow Up Phone Call
- 3 Postcards
- Email

Specialty Reactivation

Done Bimonthly or Quarterly

- Based on your office and area of specialty
- The desired insurance demographic

Who do you want to reactivate?

Specific conditions?

Medicare Patients?

Specific insurance companies?



ARE YOU SUFFERING from KNEE PAIN?
 IF YOU SUFFER from

- Joint Pain & Swelling
- Loss Of Flexibility
- Tenderness
- Grating Sensations
- Stiffness
- Bone Spurs

We offer the the MOST ADVANCED, FDA APPROVED, NONSURGICAL TREATMENT.
 Regain control of your life and say goodbye to knee pain the nonsurgical way!

RELIEF is just a phone call away!

call today 904-645-0777 for your **FREE PAIN CONSULTATION**

PHYSICAL Healthcare of Jacksonville
 www.physicalhealthcarejax.com
 12620 6 Beach Boulevard, Jacksonville, FL 32246



PHYSIO LOGIC

Come See Our NEW Integrated Wellness Facility

Treatment Spotlight Fluoroscopy
 Fluoroscopy is a method by which injection procedures are performed with the aid of a live-action x-ray. Unlike a traditional x-ray that just shows a picture, fluoroscopy allows the provider to see a "real-time video" of the body's internal systems. With this tool, injections can be placed with precision in the affected area.

What are fluoroscopically guided injections? The injections typically consist of analgesics, pain relieving medication, or steroids to reduce inflammation. These injections are used to relieve back, neck, hip, leg, or arm pain. They also aid in the diagnosis of these pain syndromes when the cause is not clear.

The procedure involved varies depending on the type of injection that is necessary. At Physio Logic, the comfort and wellness of our patients is at the core of all that we do. Our highly-trained staff, doctors, and anatomologists will customize your treatment based on your specific needs.

Epidual
 Sacrolex Joint
 Shoulder Joint
 Hip Joint
 Knee Joint
 Radio Frequency Ablation

including: **Medical Rehabilitation Pilates**

- Pain Management & Functional Medicine
- Physical Therapy & Chiropractic
- Massage Therapy & Acupuncture
- Full Service Pilates & Movement Studio
- Spacious Facility With 360 Degree Views
- Collaborative Team Of Dedicated Practitioners & Doctors

409 Fulton St., 2nd Floor
 Entrance on Wiloughby St.

PHYSIO LOGIC
718-260-1000
 www.physiologicyc.com



REWARD YOUR STAFF with a COMPLIMENTARY Massage

Physical Medicine
 Chiropractic Care
 Physical Therapy
 Pain Relieving Injections
 Natural Knee Replacement Injections
 Diagnostic Testing & Assessment

call TODAY FOR MORE INFORMATION

OHIO SPINE AND BODY
 PHYSICAL MEDICINE

440-324-9000 | ohio-spineandbody.com
 1599 West River Road North, Elyria, OH, 44035

Specialty Homework:

What are the areas of specialty in the practice?

Who do you want to reactivate?

How often are you going to do a specialty reactivation?

Monthly? Bimonthly? Quarterly?

Virtual Online Module Reactivation

When the Patient Calls or Comes Back in to Reactivate

- Process the Patient
- Track the Patient

Reactivation Intake Update

NAME _____ DATE _____

ADDRESS _____

HOME PHONE # _____ WORK #: _____ CELL PHONE #: _____

EMAIL _____ DOB: _____

Reason for Returning: Maintenance Adjustment
 New Condition Please describe: _____
 Flare Up of Old Condition Please describe: _____
 Pain Scale Please circle one: 1 2 3 4 5 6 7 8 9 10

Have you seen another doctor concerning this condition? ___ Yes ___ No

If yes, name of doctor and office: _____

Have you been injured since your last visit? ___ Yes ___ No

If yes, please circle: In an auto accident On the job Date of Accident: _____

Health Insurance

Do you have medical insurance? ___ Yes ___ No Do you have Medicare? ___ Yes ___ No

Insurance Company _____ Type of Insurance (circle): HMO PPO POS

Has your Health Insurance Company or Coverage changed since your last visit? ___ Yes ___ No

If yes, please fill out information below:

Policy # _____ Group # _____

Phone # _____

Policy Holder's Name _____

ID # _____ DOB _____

Employer _____

Virtual Online Module Reactivation

Collect/Confirm the Demographic Information

NAME _____ DATE _____
ADDRESS _____
HOME PHONE # _____ WORK #: _____ CELL PHONE #: _____
EMAIL _____ DOB: _____

Reason for Returning: Maintenance Adjustment
 New Condition Please describe: _____
 Flare Up of Old Condition Please describe: _____
 Pain Scale Please circle one: 1 2 3 4 5 6 7 8 9 10

Have you seen another doctor concerning this condition? ___ Yes ___ No

If yes, name of doctor and office: _____

Have you been injured since your last visit? ___ Yes ___ No

If yes, please circle: In an auto accident On the job Date of Accident: _____

Health Insurance

Do you have medical insurance? ___ Yes ___ No Do you have Medicare? ___ Yes ___ No

Insurance Company _____ Type of Insurance (circle): HMO PPO POS

Has your Health Insurance Company or Coverage changed since your last visit? ___ Yes ___ No

If yes, please fill out information below:

Policy # _____ Group # _____
Phone # _____
Policy Holder's Name _____
ID # _____ DOB _____
Employer _____

Virtual Online Module Reactivation

Ask Questions Concerning the Patient's Condition to Properly Schedule the Patient

NAME _____ DATE _____

ADDRESS _____

HOME PHONE # _____ WORK #: _____ CELL PHONE #: _____

EMAIL _____ DOB: _____

Reason for Returning: Maintenance Adjustment

New Condition Please describe: _____

Flare Up of Old Condition Please describe: _____

Pain Scale Please circle one: 1 2 3 4 5 6 7 8 9 10

Have you seen another doctor concerning this condition? ___ Yes ___ No

If yes, name of doctor and office: _____

Have you been injured since your last visit? ___ Yes ___ No

If yes, please circle: In an auto accident On the job Date of Accident: _____

Health Insurance

Do you have medical insurance? ___ Yes ___ No Do you have Medicare? ___ Yes ___ No

Insurance Company _____ Type of Insurance (circle): HMO PPO POS

Has your Health Insurance Company or Coverage changed since your last visit? ___ Yes ___ No

If yes, please fill out information below:

Policy # _____ Group # _____

Phone # _____

Policy Holder's Name _____

ID # _____ DOB _____

Employer _____

If the patient is calling because of a flare up of a condition, ask them to describe the pain on a scale of 1-10.
 If the patient describes the pain as a 5 or higher, treat the patient as a new patient when scheduling.
 If the pain is lower than 5 on the scale, the patient will be treated as a reevaluation when scheduling.
 If it is a new condition, ask the patient to describe the condition.
 If the patient is calling for a maintenance visit or adjustment, mark and schedule accordingly.

According to your practices time frame for these visits, you will now know whether to schedule for a:

- Reevaluation
- New Patient
- Maintenance Adjustment



Virtual Online Module
 Reactivation

Collect/Confirm Health Insurance Information

NAME _____ DATE _____

ADDRESS _____

HOME PHONE # _____ WORK #: _____ CELL PHONE #: _____

EMAIL _____ DOB: _____

Reason for Returning: Maintenance Adjustment
 New Condition Please describe: _____
 Flare Up of Old Condition Please describe: _____
 Pain Scale Please circle one: 1 2 3 4 5 6 7 8 9 10

Have you seen another doctor concerning this condition? ___ Yes ___ No

If yes, name of doctor and office: _____

Have you been injured since your last visit? ___ Yes ___ No

If yes, please circle: In an auto accident On the job Date of Accident: _____

Health Insurance

Do you have medical insurance? ___ Yes ___ No Do you have Medicare? ___ Yes ___ No

Insurance Company _____ Type of Insurance (circle): HMO PPO POS

Has your Health Insurance Company or Coverage changed since your last visit? ___ Yes ___ No

If yes, please fill out information below:

Policy # _____ Group # _____

Phone # _____

Policy Holder's Name _____

ID # _____ DOB _____

Employer _____

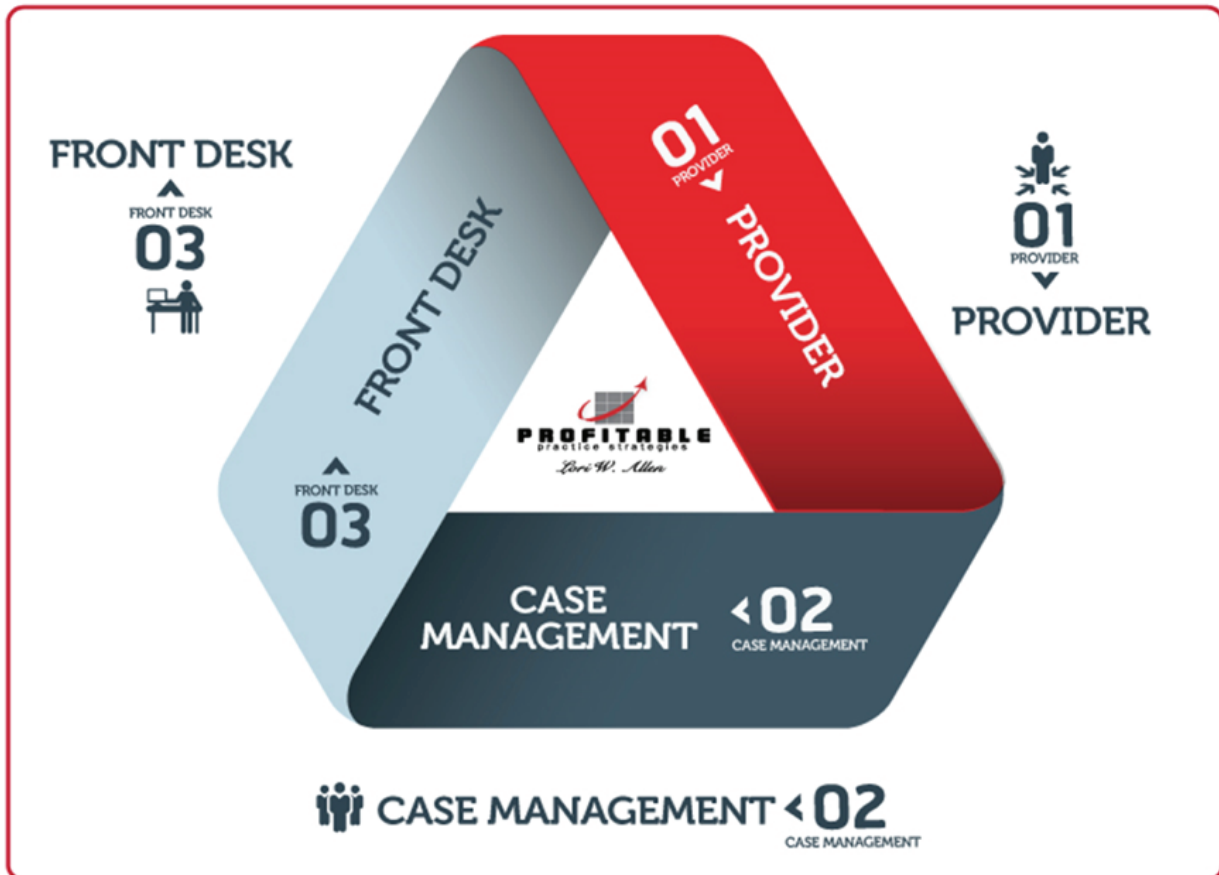
What You Have Accomplished With This Form:

- The patient is returning to the office.
- You have collected the right information and the patient is scheduled properly.



Virtual Online Module Reactivation

Everyone is Communicating the Same Message to the Patient



When Reactivation Programs are Implemented and Followed:

- Greater Volume
- Patients Returning
- Patients Retaining

Your Homework:

- Write your script with your special
- Determine your area of specialty
- Start working the Reactivation Calendar ASAP!

