



**Practice Management Observation Elective (PMOE) Program Overview**

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Sherman College looks to give students the opportunity to attain a better understanding of daily and monthly practice flow and practice cycles during the student’s last quarter of academic tenure. This program is set up to inform and enhance a student’s understanding of business aspects of clinic operations. The student should spend 216 total hours over a minimum of 8 weeks gaining a multifaceted overview which should expose a student to, but not limited to, the following areas:

- Front office operations\*
  - New Patient processes\*
  - Daily patient flow\*
  - Patient education\*
  - Technology in the office
  - Billing and back-office procedures\*
  - X-ray standards / Policies / Procedures
  - Technique specific protocol
  - Marketing planning and participation, if available
- \*Should have a minimum of 10 hours

A detailed training calendar can be provided upon request. Sherman understands that there is not a one-size-fits-all approach to running a chiropractic practice. Therefore, each office has the freedom to make their own schedule. We simply ask you to cover the basic areas listed above and expand on those as time allows.

Student Responsibilities

- Be at the clinic site at the agreed upon time and submit the show-up forms
- Maintain their professional image, language and demeanor
- Complete a “Weekly Hours” form
- Inform the clinic supervisor of time constraints or foreseeable absences due to school, national boards testing or review or other purposes.
- Keep all information and material confidential to the level of appropriateness to the site
- Abide by all HIPAA regulations
- Complete weekly assignments and accountability calls related to the following areas:
 

Office Orientation	Procedures	Re-Evaluations	Risk Management
Ambiance	Patient Flow	Record Keeping	Testimonials
Patient	Patient Education	Forms	Referrals

Participation in the Practice Management Observation Elective is only a relationship with Sherman College and does in no way created a contractual arrangement with the student. Tasks asked of the student are voluntary in nature and must not include direct patient care. Direct patient care is defined as any task where the student would be required to analyze, diagnosis or treat any patient. Likewise, the student is not to be asked to cover and/or be a replacement for an employee’s position while enrolled in PMOE. This program is NOT a paid position.

Site Supervisor Responsibilities

- Provide a safe environment for the student to observe
- Give time to engage in student questions and/or learning opportunities
- Allow the student to observe multiple aspects of the office
- Verify and approve the student’s “Weekly Hours” form
- Debrief and summary evaluation at the conclusion of PMOE with constructive feedback on the above topics including areas for improvement to make a smooth transition into the profession.
- There are no contractual agreements made between the host site and student during the course.

[www.sherman.edu](http://www.sherman.edu)

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