

Hiring Procedure

Massage Department Resource

- Applicants will contact us via email, fax, or otherwise
 - Respond within 4 hours to set up an interview/answer any questions
 - Schedule a face to face interview at soonest mutual convenience
 - Schedule practical to follow when able
- Complete face to face interview with resume in hand to keep relevant notes on
 - Provide MCOB background and share the purpose and mission of the company
 - Share roles of Roy, Ashley, Venietra, etc
 - LMPs are employees; shifts are completed onsite; medical/insurance massage
 - Credentialing will have to happen if none & can take up to 90 days for them to respond or approve
 - Questions about them and in response to their resume
 - What set them in the direction of becoming an LMP
 - What schooling did they do
 - What career(s) did they have prior
 - What is their ultimate career pathway
 - Massage experience thus far as patient or provider
 - Technical & general employment related questions relevant to individual
 - Situational questions ... if you were in this situation what would you do?
 - Their strengths & areas of improvement as an LMP
 - Outstanding obligations/other employment
 - Future vacations; regular commitments; etc
 - Review employment details with them and ensure clarity; answer questions
 - Scheduling
 - FT vs PT
 - Pay- be clear about \$12/hr present OR \$XX/tx hours (XX-hired rate)
 - Stipend
 - Annual bonuses
 - Monthly bonuses
 - Senior LM P bonuses
 - Self-care & discounted MT rates
 - Dress code
 - Reiterate the insurance piece & what that means as LM P
 - Get their exact details regarding employment
 - Start date
 - Shifts/week to start and ultimate goal if different
 - Any planned vacations/obligations/other employment; etc
 - Transportation reliability
 - Pay requirements
 - Etc
 - Review any questions on either end & move forward to schedule/complete practical or let them know when to expect follow up from you

- Completing the practical
 - Checking in
 - Their flow
 - Draping
 - Lights, temperature, music, bolster, etc
 - Pressure
 - Areas of focus
 - Technical skills
 - Timing
 - Recommendations for self-care/homework & future care
- HIRE THEM!!!! Or let them know when to expect follow up
- Offer letter & pay rate discussion & review any remaining questions with manager
- Additional hiring paperwork
- Review of handbook
- Orientation within office(s)
 - What is the general flow of patients
 - Where are supplies
 - What are the TX room expectations
 - SOAP notes & other documentation expectations
 - Where to put belongings
 - Where to park
 - When to arrive
- Orientation with MILLENNIUM & computer
 - How to open
 - How to pull up schedule
 - How to read schedule
 - How to look at weekly schedule
 - What color coding means
 - What start times are common for what shifts
- Credentialing Application
 - Complete NPI number application & gather all items needed
 - Sit and complete online application & submit within week of hire date
- Technical training & practice sessions . . .
 - Working on colleagues & long term pts
 - Completing SOAPS
 - Completing progress reports
 - Completing REG pre-auth
 - Reading RX/referrals
- Checking in
 - Weekly
 - 90 day
 - 6 month