

NeuroStar Team Meeting Sample Agenda



Regular NeuroStar Team Meetings are an important part of keeping a consistent patient flow.

Best Practices

1. Hold meetings at a regular time interval such as every 1 or 2 weeks.
2. Keep meetings brief and on-topic – suggested 30-minute meeting for average-sized practices.
3. All NeuroStar team members, including main provider, should attend.
4. Meetings can be in-person, video or phone.
5. Have an agenda for the meeting and use the same structure regularly.
6. Discuss patients at every step of their NeuroStar journey to ensure they're on-track.

Sample Agenda: Take the Patient Journey and reverse it to guide your meeting agenda.

Finishing Patients	<ul style="list-style-type: none"> • Discuss patients who have recently finished or are nearly done with treatment. • Are they responding to treatment? • If so, what worked well? • If not, is there anything else the team can do to help them? • Plan to send printed patient progress graphs to referring providers and give a copy to the patient if they have improved.
Patients in Treatment	<ul style="list-style-type: none"> • How many patients are being treated daily? • Are there any issues or challenges with patients currently in treatment? • How are their PHQ-9 scores trending? • Does anything need to be adjusted?
Patients Being Authorized with Insurance	<ul style="list-style-type: none"> • How many patients are in the insurance process? • Outstanding Benefit Investigations? • Outstanding Prior Authorizations? • Are any Prior Authorizations stuck or denied?
Patients in the Consultation Process	<ul style="list-style-type: none"> • How many consultations happened in the previous period? • How many of those patients scheduled treatment? • If they did not start, what was their objection? • Does the NeuroStar Coordinator need to follow up with them at some point in the future?
Internal Patient Leads	<ul style="list-style-type: none"> • Review internal patients leads from the previous period. • Who had a PHQ-9 score > 10? • Did the provider discuss NeuroStar treatment with them? • Who was interested in a NeuroStar consultation? • Who was interested in having a follow up later? • What were the patient objections to considering treatment?
External Patient Leads	<ul style="list-style-type: none"> • How many external leads were received in the previous period? • How quickly did we respond to them? • How many scheduled consultations? • Did the NeuroStar Coordinator follow up with the prospective patient at every step?
Review list of priorities and next steps from discussion.	

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