



Biz Hack #11 Contingency Planning – Have A Plan B In Your ‘Back Pocket’

So, you’re up and running, clients are booked ahead of schedule. Things are looking great. And then god forbid something happens to you whereby you are incapacitated or worse, and, can’t work in your business.

What do you do?

I’m pretty sure I heard a big gulp then, right?

Last year I lost a referral practitioner colleague to a heart attack. At the time it was completely devastating, out of the blue and unexpected.

Whilst processing my grief, I had to manage 30-40 critically unwell clients with severe mental health challenges who required urgent services this other person provided. That week, whilst family made arrangements, I reached out into my region and obtained alternative health service providers via an interview process.

I would never choose to have another week like that again. Stress to the max.

But it got me thinking. What would happen in my business if that happened to me? Was there anything I could do now, to support my family and clients through that process so that communication was clear and transition of appointments was smooth.

The answer is yes. The process can be confronting if you choose it. So before you start, use the affirmation **“I am creating a plan B which supports me, my family and clients. When I have a plan B, I never need it”**

How would you want the following questions answered?

- What do you need to consider?
 - For example who will manage the administration of appointments on your behalf?
 - Who will refund pre-paid appointments?
- Who do you need to communicate with?

- How do you announce what has happened to your existing clients or community?
- What would you want to be said?
- Who would do this on your behalf?
 - Can you prepare pre-arranged text and send it to this person to act on your behalf?
 - Do this person have administration access to your systems?
- What would you want them to say?
- Need some help and not sure where to help?

No drama. I have provided a sample to get you started. The trick is to identify who you trust to issue this correspondence. Be sure to email this person your text and cc you partner into the correspondence.

Hot tip – include your preferred photo of yourself so that your family doesn't have to troll around to find one at the last minute.

Finally, do you have a colleague in your network that can locum for you whilst you are convalescing? Or take over your patients? If so, they need to be part of this planning session.

When I planned out my stuff, I actually met face to face with my locum and sought their verbal consent for participation and agreement. We happen to share the same virtual assistant who has access to all of our social media pages and can easily place posts on our behalf, reschedule clients etc.

Sometimes it little things like this type of contingency plan that make dealing with your injury or departure that much easier for you, your clients, your administrative assistant (who is also affected emotionally).

In my experience, when you have Plan B in your back pocket you never really need to use it. But it is great reassurance that should something happen, my husband just has to text my VA and everything is activated on his behalf and the fee payment is pre-arranged and agreed upon.

During times of intense stress like this, it's one less thing that hubby will have to worry about. And it's also a relief for my VA who won't have to figure out what to write, it's all done for everyone.

It's worth noting the entire process took me about an hour to accomplish.



My soul purpose is to support people to 'bloom from within'. How they decide to do that is up to them, I'm just the CHANGE FACILITATOR!

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