

The Daily Close: The Most Important Habit Your Practice Is Probably Missing

By Amy Anderson, MBA

If there is one operational habit that separates financially healthy practices from the ones constantly putting out fires, it is the Daily Close.

DAILY CLOSE CHECKLIST

- ✓ Confirm all patient charges are posted for the day.
- ✓ Verify credit card batch totals match PMS totals.
- ✓ Count cash and verify with a second staff member.
- ✓ Record and verify all checks received.
- ✓ Prepare a bank deposit slip for all cash and checks collected that day.
- ✓ Confirm patient financing deposits (i.e. CareCredit, PatientFi, Cherry, Alphaeon, etc.).
- ✓ Review all voids, refunds, and adjustments.
- ✓ Match PMS totals to payment processor and bank deposit.
- ✓ Document discrepancies and resolve before end of day.
- ✓ Print or save Daily Close sheet.
- ✓ Manager or surgeon reviews and signs off.

After two decades of working with aesthetic practices, I can say confidently that most surgeons are losing revenue in small, preventable ways simply because this process is not consistent or not being done correctly.

The Daily Close is not an optional task. It is the single most important financial safeguard in your practice, and when done well, it improves accuracy, cash flow predictability, and team accountability almost overnight.

A true Daily Close is the process of reconciling every dollar that moved through your practice that day. It confirms that every service performed was entered and charged correctly, every payment collected is accounted for, and every deposit matches what your practice management system reports.

Many teams believe they are doing a Daily Close because they checked the drawer or ran the end-of-day report. But the practice is not closed until these questions are answered:

- Do all appointments have a corresponding bill or invoice entered?
- Do payment totals match the practice management system, the credit card batch, and the bank deposit slip?
- Were voids, refunds, and adjustments reviewed by someone other than the person who issued them?
- Are all cash payments counted and verified by two people?

This is an example of a Daily Close process:

1. Review the schedule and confirm all charges were posted.
2. Verify all payment methods: credit cards, cash, checks, financing, and rewards programs (i.e. programs like Alle and Aspire).
3. Match totals across systems, including PMS, payment processors, and financing platforms.
4. Review refunds, corrections, voids, and adjustments.
5. Prepare the bank deposit for all cash and checks received that day.
6. Document and sign off on the Daily Close sheet.

Tip: Make a separate bank deposit slip for each day that cash or checks are collected, even if you don't make a daily bank run. That way, when the deposit shows up in your bank account, you can easily tie it back to the day the money was collected.

Practices that close daily experience fewer errors, faster month-end close, improved accountability, and better fraud protection. Most importantly, you gain confidence in your numbers and can make better business decisions.

Amy Anderson, founder and CEO of ACG Practice Partners, is a seasoned healthcare business coach. With over two decades of experience working with plastic surgeons, Amy is an authority in practice operations and the development of efficient workflows. She has coached hundreds of surgeons, administrators, PCCs, and team members on building a strong office culture, improving revenue, and optimizing business management practices. Amy's approachable style and practical advice make her a favorite among surgeons and staff alike. Follow Amy on Instagram @amyandersonmba or email her at amy@acgpracticepartners.com.