



THE JOINT[®] chiropractic

THE JOINT CORP. | NASDAQ: JYNT | thejoint.com

DC Recruitment & Compliance

Amy Karroum, VP of Human Resources

Dr. Steve Knauf, Director of Chiropractic & Compliance

My Background

Amy Karroum

Education

- MBA, University of Michigan
- BA, Human Resources, Michigan State University



Business Experience

- 18+ years of Human Resources experience
- 10+ years in healthcare
- Joined The Joint team in 2015



My Background

Steven Knauf, DC, CHC

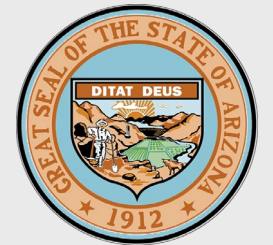
Education

- BS in Human Biology
- Doctorate of Chiropractic, NWHHSU



Business Experience

- Joined The Joint in 2011
- Appointed to ABCE in 2017
- Appointed to ACA's Committee on Quality Assurance and Accountability
- Certified in Healthcare Compliance (CHC), Health Care Compliance Association



Agenda

1

Vision

2

The Team

3

**Professional
Overview**

4

**Why
Chiropractors
Choose
The Joint**

5

**The Clinical
Experience**

6

**Current
Initiatives**

7

**Compliance
Review**

Vision

To be the career
path of choice
for chiropractors.

The HR & Compliance Team

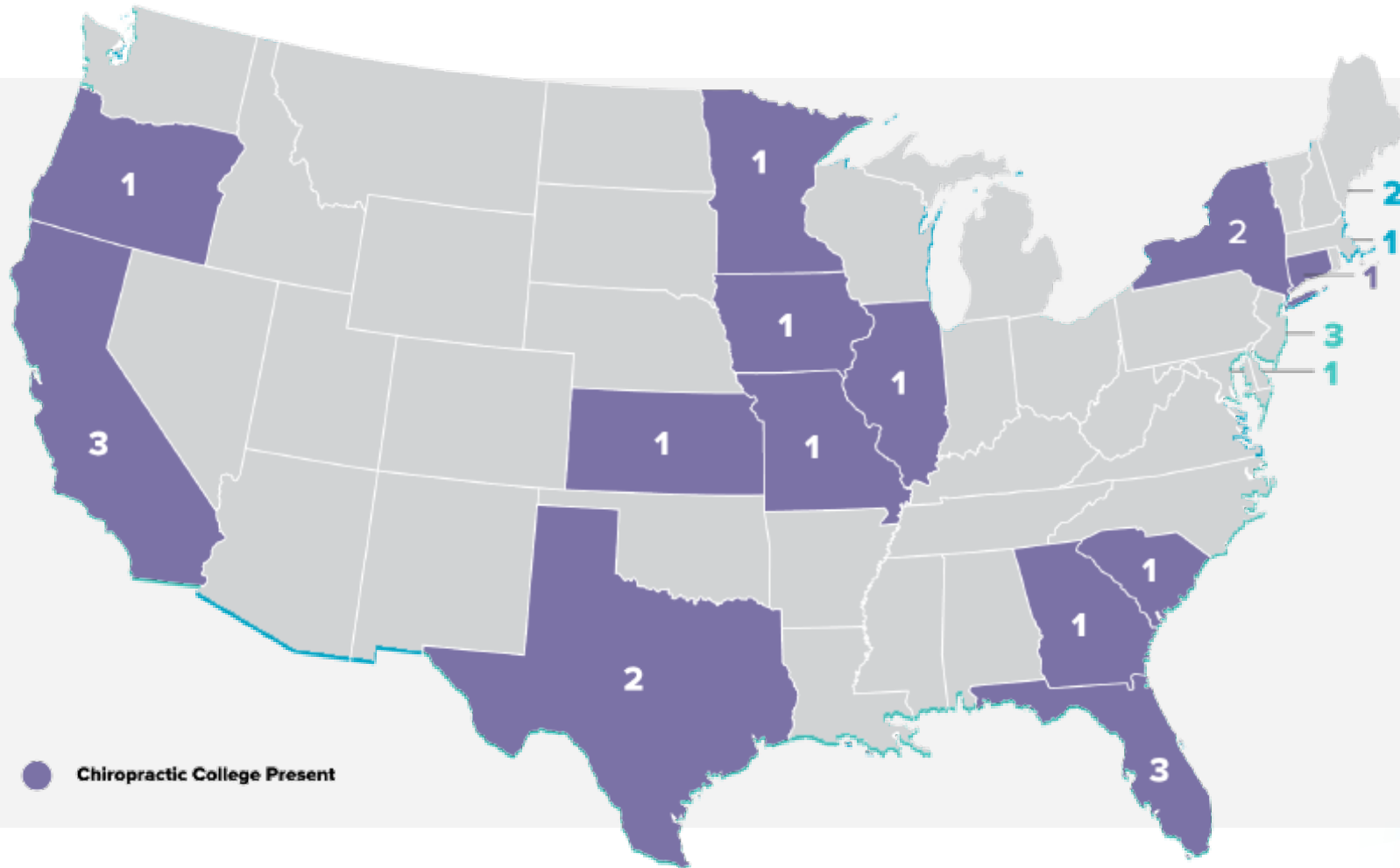
HR Team



Ops Team



Recruiting Chiropractic Professionals



~1200 chiropractors

40% of DCs have tenure ≥ 15 years

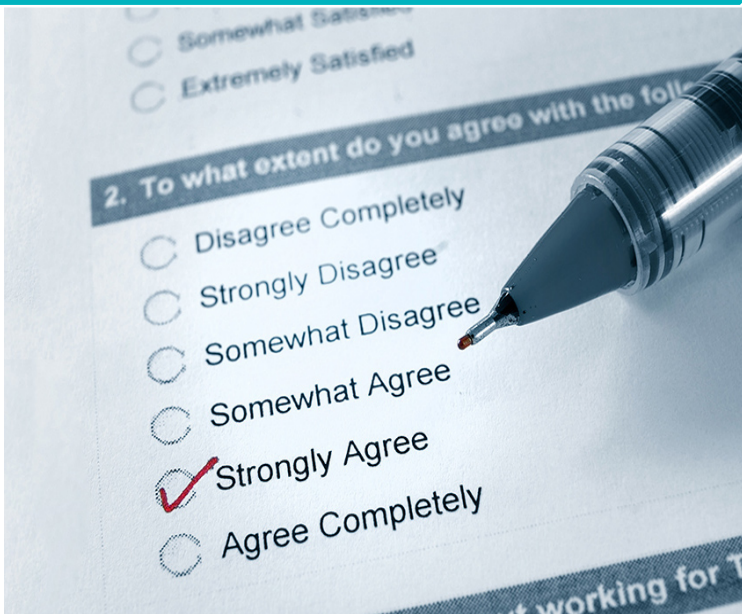
23% Palmer graduates
16% Life University graduates

Current Initiatives to Support Growth

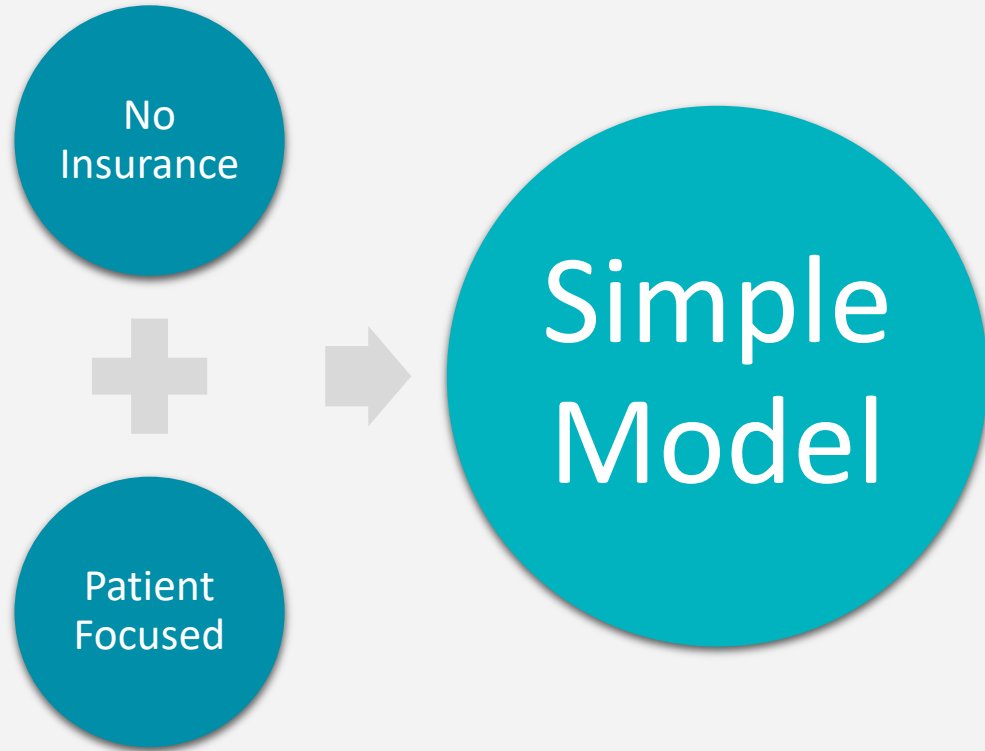
Conducted first,
comprehensive DC survey

Refine recruiting brand

Continue to build
strong relationships



Why Chiropractors Choose The Joint?



The Clinical Experience

Simplistic Staffing

The model requires minimal staff to serve patients who choose The Joint.

Patient Volumes

Chiropractors should be able to see about 60 patients per day, though some may see many more than that.

Services Provided

Doctors at The Joint provide consultations, examinations and chiropractic adjustments.

Qualifying Chiropractors

- Doctors of Chiropractic must hold a license in good standing in the state in which they practice
- Chiropractors must be able to receive malpractice coverage from one of our three required vendors
- Doctors at The Joint must complete required training tracks and receive certification



Professional Corporation (PC) Structure

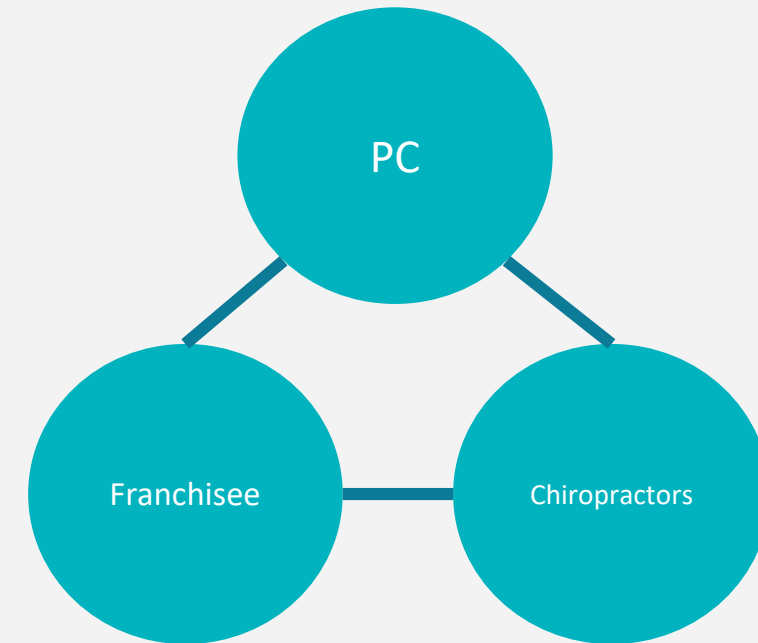
Why is it needed?

Many states prohibit the corporate practice of medicine to varying degrees. In some states this limits the owner of a practice to only a licensed professional, these are labeled as “PC states.” In other states you do not have to be a chiropractor to own a Joint clinic.

How does the PC structure work?

In short, it is a series of agreements between the franchisee, a licensed professional and the doctors practicing in the clinic. These contracts clarify the responsibilities of each party, and ensures that licensed professionals are appropriately overseeing the clinical operations.

In this structure, the PC owns the clinic and employs the chiropractic staff, the franchisee provides management services to the PC and the doctors treat patients.



Protecting Our Patients, Doctors and Franchisees

Standards Enforcement Protocol

This protocol defines an escalation and resolution process for locations that operate outside of the model. This includes clinical practices such as services and products provided to patients.



Key Takeaways

1. Recruiting and retaining DCs is critical in achieving The Joint's growth goals.
2. Effective compliance programs protect patients, doctors and investors while adding to The Joint's reputation as a leader in the profession.