Front Desk Appointment Scheduling Flow



Who is your intern?

- When were you last seen?
- Any accidents or injuries since last appt. ?
- What day would you like be seen?
- Do you prefer morning or evening?
- Front Desk forwards message & PT info to assigned intern
- Intern contacts PT to schedule/confirm appt.

- What are we seeing you for?
- Do you have a specific intern?
- What day would you like be seen?
- Do you prefer morning or evening?
- Are you of Medicare age?
- Do you know where we are located?
- How did you hear about us?
- What is your telephone number?
- What is your DOB?
- · What is your email address?
- Tell patient to check their email for intake link and complete intake prior to coming in for appointment.
- Tell all patients to bring photo I.D. and if PT is of Medicare age, insurance card(s) (primary and secondary)
- Tell all patients that it is office policy that payment needs to be made at the time of each visit.
- Set the appointment, confirm it with them once more time.
- Tell them you look forward to meeting them at that time and date.
- Say THANK YOU!!
- Write down contact info on New Patient Contact Form.
- Make a copy:
 - Original to New Patient Log binder.
 - Copy to clinician and ask clinician to let front desk know the assigned intern.
 - If there is an On-Call intern, give patient to that intern.
 - No On-Call distribute patient to Pods