**Process Description:**

* **The standard work for when the front desk is required to prioritize tasks.**

**Who Must Use this Process?**

* **PSR, Front Desk supervisor**

**Process Requirements:**

* **Understanding of the expectations for check in**
  + **Greet every patient warmly at entry**
  + **Ensure patient privacy**
  + **Avoid “one moment” finger**

**Process and Detailed Steps**

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| --- | --- | --- |
| **Situation** | **Action** | **Script** |
| **1.** Patient arrives, phone ringing | * 1. Let phone ring and attend to patient checking in |  |
| **2.** PSR on the phone when patient arrives  **2a.** Quick  **2b.** Long (New Patient, Clinical) | **2a.** Use C-I-CARE and advise patient that we will be right with them. Ask patient to have a seat to ensure privacy for phone call.  **2b.** Apologize to patient on the phone and ask if you can place them on hold. | **2a.** “Good morning/afternoon. Please have a seat. I will be right with you.”  **2b.** “I apologize, may I place you on hold for a brief moment?” |
| **3.** Walk in (Patient walks in and wants to make an appointment, drop off documents, etc.) | **3.1** Acknowledge patient and finish task at hand  (Check in takes priority over walk ins) | **3.1** “Good morning/afternoon. Please have a seat and I will be right with you” |
| **4.** Patient arrives late  **4a.** Back office ready  **4b.** Back office backed up | **4a.** Advise patient to circle back at the end (Leaf/card, Jabber)  **4b.** | **4a.** “Here is a reminder to let you know we need to complete your appointment at the end of your appointment.” |