

Front Desk Checklist Date: _____

All Day

- Contact patients leaving, schedule everyone, and collect payments**
- Call missed appointments (15 minutes late)**
- Help with patient flow as much as possible**
- Check messages on Review Wave**
- Maintain Chirotouch
- Greet patients and answer phone with a smile
- Tell every patient about current promotion
- PTC (Present Time Consciousness)
- Put in charges for products that patients buy

Morning Name: _____

- Turn off alarm
- Unlock both doors
- Turn on lights and front reception computers
- Turn on office slides, sign in to CT Sign In
- Make sure front reception is neat
- Check voice messages and return calls
- Check emails and respond
- Prepare Optum forms and SS forms
- Make reminder calls for next day appointments starting a 9:00 am (Chiro Tx w/ Reminder calls, NP, ACU NP, & Massages)
- Tue/Th/Sat: Email MDB "I Care List" (NP, PEDR, ROF, and any patients that need follow up)
- Sat: Print out massage schedule for Sunday
- Check messages on Review Wave
- Balance transaction activity

Afternoon Name: _____

- Prepare Optum forms and SS forms
- Check messages on Review Wave
- M/W/F: Email MDB, Text Dr. Dahl "I Care List" (NP, PEDR, ROF, and any other patients that need follow up)
- Tue/Th: Text LRD & LAW "I Care List" (NP, PEDR, ROF, and any other patients that need follow up)
- Print out patient recall list for JRM at 5:30 pm

- Check out patients in CT (Make sure all massage appts are Checked In, Checked Out w/Dx, and charges)
- Check Review Wave before leaving
- Lock front door (next to TV) Turn off TV & computer, straighten chairs, restock tea and water station, and make sure reception area is neat
- Balance and batch out credit card machines for each doctor. Put in designated locations.
- Reset all rooms: replace face paper, **turn off tables, turn off R2D2**
- Turn off foot scanner
- Complete back office checklist
- Shut down computers (back/front/scan room/consult room1)
- Refill hydrocollators
- Tue/Th/Sat: Make sure towel rack is brought back in & wet towels & hot pads are hung up or places in dryer (turn dryer on if necessary)
- Unplug fan for speaker
- Use remote to turn off speaker
- Make sure back door is locked
- Turn on alarm and lock both front doors

When all completed and checked off, place on Dr. Berry's desk. Updated 11/5/20