

Front Desk Check List

Morning:

- Turn on computers
- Open VOS and Email
- Open “shortcut to Documents” from the Desk Top
 - Open “front desk”
 - Open “EOD Balance Sheet”
 - Open “telephone tracer log”
 - Open BWC Forms
- Check Voicemail and type messages using the Telephone Tracer Log, respond accordingly
- EOD balance sheet: save as EOD11/13/13 (eod todays date) in the correct months folder
- Check emails
- Count Cash
- Turn on Slide Show
- Turn on Music
- Make copies of exercises, print calendars etc.

Before Lunch:

- Open the Closing report and make sure Check, CC and cash total match
- Open the Daily WTD MTD YTD report and make sure patient totals match
- Shut off Monitors and lights

After Lunch:

- Turn lights and monitors back on
- Check Voicemail
- Check emails
- Make appointment reminder calls
- Check Reschedule List
- Pull TC's and check for Ins limits, CH renewals

Floor Checklist

Opening:

- Turn on computers in all of the rooms and open VOS and SmartCloud
- In Exam room also open Millennium and Associate Platinum
- Put beds into the Upright position
- Turn lights on in hall ways and all patient rooms including spinalator room
- Adjust Air/Heat up or down according to the time of year
- Fold towels and heat pack covers and place next to hydrocollators
- Turn on water fountain, add water if necessary

Before Lunch:

- Turn off monitors and lights and put beds down in patient rooms
- Place heat pack covers in dryer
- Hang towels over back wall to dry

After Lunch:

- Turn lights and Monitors back on
- Bring beds to the upright position
- Refold towels and heat pack covers and place next to hydrocollators

Closing:

- Empty all trash
- Turn Air/Heat up or down according to time of year
- Use Clorox wipes to wipe down all patient beds including CT and Spinalators
- Bring beds down
- Drape towels and heat pack covers in spinalator room
- Log out of all programs in all rooms
- Back up Millennium
- Close down all computers EXCEPT for back axil room
- Back up VOS
- Shut off lights

Closing:

- Pull Totals reports from CC machine
- Open the “closing” report in VOS
- Make sure that CC, Cash and Check totals match this report
- Enter totals into the EOD Balance sheet
- Check daily/weekly/monthly report and make sure that patient count and payments match
- Initial EOD spreadsheet and save
- Fill out deposit slip and place in deposit back
- Close down computers
- Shut off monitors and lights
- Make sure that new CH dates are recorded in ledger, on the TC and entered into the online system