

Memo

To: Front desk and MAs
From: Management
Date: April 21, 2021
Re: Questionnaires sent after the visit is complete

When the front desk receives a completed questionnaire via email, fax, or mail, a printed copy will be taken and placed in the nurses' station. The MAs will then score the questionnaire and start a new telephone encounter to document the results in the virtual visits. The "reason" of the telephone encounter should say "ASQ results". Once that is complete, they will give to the PCP or place in the PCP's folder.

Once the doctor has reviewed the scores, the questionnaire will be placed in the scan pile.