

Memo

To: Doctors, MAs, front desk
From: Management
Date: March 11, 2022
Re: New ADHD refill request online submission form

GO LIVE DATE FOR THE ONLINE REQUEST FORM IS 4/6/2022.

To reduce the amount of parent calls coming into the office we have an online submission form for ADD/ADHD refill request. The parents will complete the form online and it will be sent to the patient's office.

Front desk:

1. Online form will be sent to the front desk email similarly to the new patient application.
 - a. once the email is received, the front will add as a document in the patient's chart and assigned to their offices on call box.

MA's:

1. The phone MA will turn the document into a telephone encounter, documenting all of the responses from the online request form in the message section.
2. From there, the phone MA will handle per the protocol for refill requests.

Verbiage for the front taking refill request over the phone and for the phone MAs when taking messages off the voicemail. "For your next refill, please refer to the online refill request form at the top of the home page at Bluefishmd.com. You will not need to call the office for a refill unless indicated by the form."