

Memo

To: Front Office
From: Management
Date: May 17, 2022
Re: Sick appointments scheduled after 5pm

When scheduling sick appointments after 5:00 pm, the front desk will inform the parent if they are more than 10 minutes late the office will be closed. Please see below for a script of what to say:

"The doctor is currently scheduled until 5:20 pm today. I can schedule you for 5:30 pm. Please arrive by 5:30; if you are more than 10 minutes late, the office will be closed..."

Furthermore,

Once an appointment scheduled after 5:00 pm becomes 5 minutes late, the FO will call the parent to see if they are still coming.

- If they answer and state they are on their way, please ask to see how far away they are.
 - o If they are within 5 minutes of the office, keep their appointment time
 - o If they are more than 10 minutes from the office, please offer to schedule them in the morning of the next day
 - o If they refuse and the patient states they are on their way, please ask the doctor what they would like to do.
- If there is no answer, do not leave a message. If they make it within the remaining time they will be seen and if they do not make it within the next 5 minutes, no-show their appointment when the time comes.