

Memo

To: Front/Back Office
From: Management
Date: May 12, 2022
Re: Non-Urgent visits

Anytime an MA needs the front desk to make a non-urgent appointment, the MA will ask the parent if they prefer to stay in the line to speak with the front desk receptionist or if they prefer to have the front desk receptionist call them later in the day.

If the preference is for the front desk receptionist to call them back, the phone MA will send a TE to the appropriate front desk person to call the parent to make the appointment by the end of the day.

Ex: Non-Urgent visits- WCCs (schedule/cancellation/reschedule), consult visits, medication follow-up, and next-day sick visits.