

## **LAB CASE INTAKE PROCEDURE**

- ❑ The Lab delivers case to the front desk.
- ❑ Front desk staff will put case in the doctor's office either in his chair or on his desk near his computer
- ❑ After the doctor has approved the case, it will be placed in the doctor's outbox, along with any necessary instructions, to be checked in to the Lab Manager by the doctor's assistant.
- ❑ The doctor will log the case and any instructions into the Lab Ledger.
- ❑ The assistant will sign the ledger to indicate that the case and any instructions have been reviewed.
- ❑ The case will be marked as received into the Dentrix Lab Manager.
- ❑ The assistant will make sure that everything needed for the case is ordered and take it to the front desk and placed in the "To Be Scheduled" box.
- ❑ A front desk team member will call the patient to schedule an appointment.
- ❑ Once the patient is scheduled the case is placed in the "Appointed for Delivery" cabinet.
- ❑ From there the assistant will transfer the case to the "Appointed Cases" cabinet