

RECEPTIONIST CHECKLIST - PATIENT CHECK-IN

- ❑ Greet patient as they walk in the door. “Hello, good morning/ good afternoon, how are you today?” Asks patient if they have an appointment and confirm their last name.
- ❑ If patient is an existing patient have them sign on one of the iPads using the “Sign In Form” app. Please remind patient that they will be receiving an email or text asking them to answer a survey of their visit.
- ❑ If patient is a new patient, ask for a driver’s license and insurance card, give them “paperwork”, and explain what pages the new patient will be filling out. Enter the new patient First and Last name on the IPad “Patient Kiosk” app. Do not enter the date of birth. Let patient know that they will have to change it since it automatically sets it.
- ❑ After new patient has filled out all of the paperwork go to the questionnaire and move all consents and health history to patient’s personal file then continue to get our new patient to sign consents. Take picture with camera while the consents are loading since it does take a while, let the patient know that this is for their patient chart we will not be sharing it with anybody else.
- ❑ For all our new patients with a hygiene appointment or with an implant consultation please let them know to remove all jewelry from the neck up since they will be taking a panoramic x-ray.
- ❑ BOTH new and existing patients are to be offered coffee/tea/water while sitting in the lobby.
- ❑ Answer any questions or concerns the patient may have.
- ❑ As soon as all paperwork is filled out, consents are signed and patient picture has been taken let the hygienist or assistant know that the patient is ready to come back with a route slip.
- ❑ If we are running behind please let the patient know, they really do appreciate it when we are honest. Especially if they have to go home or they have to be back at work sometimes they find it more convenient to reschedule their appointment.