

RECEPTIONIST CHECKLIST - EMAILS/FAX

- ❑ Throughout the day make sure to check all Gmail accounts including our regular one, wsfdsleep, wsfdapex, etc.
- ❑ We do receive our faxes through our email so please be on the lookout for those, most of the time we receive patient benefit details for insurance please let our insurance coordinator know when it is available. It may also be other important information please relay that to the appropriate person or staff member.
- ❑ To send a fax we use a specific website, the instructions to send a fax are found in our “front office “binder located in the front office upper cabinets.
- ❑ When sending an email or replying to an email please be professional at all times begin with “good morning/Afternoon/hello/greetings Mr./Mrs./Miss _____” remember to introduce yourself with your name and position.
- ❑ If a patient is trying to schedule an appointment via email please try your best to have them call the office as it is best to relay a message to the patient. It is a bit unsafe to email back-and-forth so having the patient call the office is probably the best thing.