DAILY FRONT DESK CHECKLIST #1
TO BE COMPLETED BEFORE PATIENTS ARRIVE

Since we couldn't pre-load our checklists onto Jolt FOR you (believe me, I asked!), we will show them to you on the next few pages. Remember, you can put them in a digital format like Jolt, if you prefer. If not, feel free to type them and print them as needed.

The idea behind checklist #1 is to have a subset of tasks that your particular office would like to have accomplished **BEFORE PATIENTS ARRIVE**.

The information on this checklist will vary for every single practice. Here is an example list, but we encourage you to sit down with your entire team to create a list that works well for your practice. These can easily be created in a Word document. You will find that you will edit the checklist often as your practice grows and changes.

Be sure to leave a place for employees to initial when something has been completed. Accountability is essential when working on a team. This checklist should be completed and handed in before the morning meeting.

DAILY FRONT DESK CHECKLIST #1
TO BE COMPLETED BEFORE PATIENTS ARRIVE

Date:

General Office Task: To Be Done Before Patients Arrive	**Initial When Complete**
Unlock office doors.	
Turn on office lights.	
Unlock patient entry door.	
In reception area turn on: TV, radio, coffee pot, etc	
Check restroom(s), entry way, and reception area for cleanliness	
Turn on front desk computer(s)	
Check/document voice mail messages. Respond when appropriate. Document all communications appropriately.	
Change daily voice mail message to reflect current day.	
Check email. Respond appropriately and document communications.	
Check Spam folder. Make sure there isn't a legitimate email in there.	
Check text messages. Respond when appropriate and document communications.	
Check for any appointments scheduled online. Make any necessary scheduling adjustments, if necessary.	
Update today's schedule with any changes.	
Finalize Checklists #2A and #2B. Be sure both checklists are ready to be presented at the Morning Meeting.	
Participate in Morning Meeting. Present checklist information.	
Have New Patient Intake forms ready to go.	
Copy enough Patient Contact Communication forms to use throughout the day.	