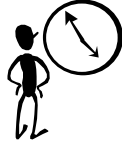


## SCHEDULING



Time is a treasured commodity for both patients and physicians.

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## What types of appointments are we scheduling?

- Office appointments
- Referral appointments
- Diagnostic appointments
- Surgery



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## APPOINTMENT BOOK

- Legal document
- Confidentiality
- Abbreviations



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## Preparing the appointment book...

Create a matrix...

Block off times:

- Surgery
- Hospital
- Meetings
- Holidays
- Lunch



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## PATIENT INFORMATION

- Full name
- Phone numbers
- Purpose of visit
- Estimated length of visit



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## TYPES OF SCHEDULING SYSTEMS...

- Open hours
  - Patients seen throughout particular time frame
  - Patients seen on first-come, first-served basis
  - Common for emergency rooms and clinics



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## TYPES OF SCHEDULING SYSTEMS...

- **Double booking:**
  - 2 or more patients in same time slot
  - Short follow-ups
  - Emergencies
- **Clustering:**
  - AKA - Categorization Scheduling
  - Similar diagnoses

Lynn	Amy G.
Brenda	Amy M.
Laura	Bethany
Bridget	Sonya

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## TYPES OF SCHEDULING SYSTEMS...

- **Wave:**
  - All patients arrive at same time
  - Patient satisfaction?
- **Modified Wave:**
  - First half hour scheduled
  - Second half hour unscheduled



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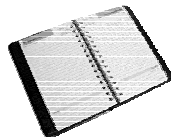
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## TYPES OF SCHEDULING SYSTEMS...

- **Stream:**
  - AKA - Time specified
  - Most widely utilized
  - Specific time assigned
  - Appointment guidelines
- **Advance scheduling**



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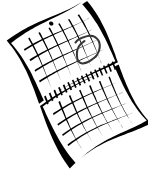
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## APPOINTMENT REMINDERS

- Appointment cards
- Reminder mailings
- Reminder calls
- Recall notices



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## SPECIAL SCHEDULING SITUATIONS

- Emergencies
- Referrals
- Fasting patients
- Diabetics
- Disabled
- "No shows"



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What unexpected events might disrupt a well-kept schedule?



Why is it essential to carefully manage scheduling in the medical office?

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**LET'S SCHEDULE!**



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