

# Appointment System checklist

- Appointments policy/protocol.
- Triage/delegation policy and protocol.
- Staff qualifications and training match your expectations.
- Information brochure available for patients.
- Appointment schedule accommodates time management issues.
- Adequate breaks in appointment schedule for practitioner.

## Appointment alerts – that can alert practitioners to:

- The times that patients are kept waiting for their scheduled appointment
- When an appointment has been scheduled as a follow-up/recall
- When the patient has been scheduled as a 'fit-in' appointment.
- Schedule post-operative appointments at the time of booking the procedure or on discharge.
- Record patient details in a way that minimises risk of duplication or error.
- Record and monitor patient attendance through the appointment system.
- Utilise the automated audit trail to identify cancellations, deferred, 'left before appointments' and 'did not attends'.
- Utilise appointment system reports to identify areas for improvement.