

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