

Patient Late Process

Last Modified on 08/29/2019 9:55 am EDT



Patient Late Process

Follow the below process when a patient calls the Contact Center and advises they are running late to their appointment.

1. Pull up patient in Merge
2. Confirm location the exam is scheduled at as well as the appointment time
3. If the patient is running less than 15 minutes late:
 - Make notes in Merge
 - Advise patient that it is ok to continue to appointment
3. If the patient is running more than 15 minutes late:
 - Transfer the caller to the Main Line using Noble transfer options

UPDATED: 08/27/2019
