

## **EXPRESS CHECK IN**

The main goal of Express Check In is to create an excellent and convenient experience for the patient that differentiates their typical experience at other doctors' offices (previous OD, competitors, dentist, general practice, etc)...even if it takes more effort/time for us...it's all about doing the right thing for the patient's experience.

But we do gain some residual benefits for ourselves, which includes saving much more time overall than the time we invest initially:

- By getting insurance information ahead of time you avoid scenarios where a patient is not eligible or with the wrong insurance, on the phone for long periods of time with the patient waiting, or other problems with their insurance.
- Increase patient flow by not getting behind due to delays with patient's paperwork or insurance issues at the time of the appointment.
- By conveying that both the time of the patient and doctor is important by explaining that by getting additional information and filling out the paperwork beforehand will enable seeing the patient at their scheduled appointment time. (instead of patient filling out paperwork for 10-15 minutes)
- Reducing No Show Rate because patient is more committed to appointment when they provide the additional information and know that they will be seen on time. (instead of only providing name and phone #)

All exam appointments are called prior to appointment date. (Recommended at least 2 days beforehand)

1. Clearly **COMMUNICATE** to the patient the motive of why the associate is calling. **EXPLAIN** the benefits to the patient of Express Check In. We are calling to get some additional information to ensure that the patient is going to be seen immediately rather than filling out paperwork.
2. **PATIENT INFORMATION** section completely filled out by associate.
3. **INSURANCE AUTHORIZATION** obtained and completed.
4. Inquire if patient has any **FAMILY** members that would like to schedule an exam.
5. If your location has issues with patient flow due to late patients: Professionally and tactfully **CONVEY** the notion that we value the importance of the patient's time as well as the Doctor's time and stress the need to be punctual.
6. **THANK** the patient for taking the time to provide this additional information and we are looking forward to providing them an excellent patient experience.
7. **UTILIZE** patient information form to follow up on "No Shows" within 5 days. ("No Shows" should first be called within 20 minutes of original scheduled appointment.)