

## Waiting List

- You will find waiting list bookmarked on the Bookmarks Bar.
- Never turn a patient away without offering for them to see a different physio and getting their contact details & put them on the waiting list,
- ALWAYS GET NAME, NUMBER & INJURY.
- Always make a back up appointment in the future and then add the date where it says 'Remove this patient from waiting list if no booking is made in preferred period'

### How to:

- Click 'Add to waiting list', type in the patients name & preferred physio, plus their booking preferences.
  - In the comment box please state what their injury is and it's an assessment or subsequent visit.
  - You can also make a backup appointment in, so they at least have something in the diary. I
- If you have made a back up appointment use the '*Remove this patient from waiting list if no booking is made in preferred period*' option and put the date of the backup appointment in, so the patient gets deleted off the waiting list after this date.
- Remember when taking patients off the waitlist to move to an earlier appointment, check that you confirm with them if they want the future/back up appt that is still booked. This will help free up extra spots for the physios are very busy.

### Contacting people on Wait List

When contacting people on waiting list use a 3 pronged attack if they don't answer their phone

1.Voicemail      2.SMS      3.Email

Template:

Sharpe's Physio Appt Available!

You are receiving this message as we have you on our waiting list for a physio appointment,  
we have a spot available at your chosen time with our physio \*\*\*\*\* on \*\*\*\*\*.

This is available on a first come first served basis so please give us a ring on 4943 0998 to book in!

If you would no longer like to be on our waiting list please reply to this SMS with REMOVE - Many Thanks

The Sharpe's Physio Reception Team

