

Wait List

- The wait list is for patients that would like to be contacted when we have a cancellation on the schedule.
- 1. Make the patient appointment
- 2. Right click on the appointment that was just scheduled
- 3. Click on Wait List
- 4. A box will appear
 - a. **Event:** Appointment type
 - b. **Service Location:** Office location
 - c. **Resources/Class:** Doctor
 - d. **Start Date:** Will be today's date
 - e. **End Date:** Will be the day before their scheduled appointment
 - f. **Start time:** only change if they need a specific time
 - g. **End Time:** only change if they need a specific time
 - h. **Day of the week:** Uncheck the days they are not available
- 5. A new box will pop up (If patients can go to multiple locations/doctors, you would need to add them to the waiting list again for each location/doctor.)
 - a. Right click on the white and new
 - b. This will bring up the wait list box again and you can choice a different location.
 - c. If patients can be seen in all three locations that needs to be added 3 times to the wait list
- When you cancel a patient, please go to the wait list and try to fill that spot. While still following the scheduling rules.
- You can find the wait list by clicking on reports, choosing appointment reports, click on wait list and ok
- The appointment list is sorted by location and then doctor from there go right down the list.
- If you must leave a message, please note that in detail of the upcoming appointment. This way if a patient calls back the next person knows about the message that was left.
 - o You can add the note detail right from the wait list
 - Reports
 - Double click on the patient's name
 - Double click on the word wait list
 - Right click on Interim Appointment and open
 - o Detail example: LM pt. on wait list offered (DATE/TIME)
- When leaving a message also make the patient aware when they call back that appointment may be filled already.