

Patient-Centred Practice

Quick Tips for Office Staff

- When scheduling appointments, encourage the patient to communicate the type of appointment they require in order to schedule enough time for their visit. This can be achieved without breaching confidentiality or asking the patient to disclose symptoms.
- If patients are not sure of the type of appointment they are booking, read out these categories:
 - a routine check-up
 - prescription refill
 - influenza vaccinations
 - ear syringing
 - Pap test
 - completion of forms
 - complete medical examination
 - infant check-up
 - chronic disease care
 - driver's license medical
 - counseling of any kind
 - any other procedure requiring extra time
- Advise patients with multiple problems that they may be asked to schedule another appointment.
- Explain the duration of the appointment and what to bring (i.e. MCP card, medications, insurance papers, health history information, or medical records if they have transferred, etc.).
- Be respectful if a patient with poor literacy refuses or has difficulty completing any forms.
- Offer you assistance to patients expressing difficulty completing any required forms prior to seeing the doctor.
- Remind patients that they can contact the clinic to follow up on test results or referral scheduling.
- When the patient is shown to the exam room, give them the NLMA brochure, "*Make the Most of Your Doctor's Visit.*"