



## PROCEDURE

<b>Title/Subject: Outpatient Staff Appointment Management</b>			
<b>Policy #: OPS - 408</b>	<b>Page 1 of 1</b>	<b>Adoption Date:</b>	<b>Revision Date: 10/21/04</b>
<b>Approved By:</b>		<b>Title: President/Chief Executive Officer</b>	
<b>Approved By:</b>		<b>Title: Program Vice President</b>	
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<b>Authority Reference:</b>			

The Florida Center for Child and Family Development (The Florida Center) staff will provide services in an efficient and effective manner. In order to manage the flow of clients through the front office, it is important to ensure all outpatient and front office staff adhere to the following protocols:

- ✓ All therapists who provide outpatient services (both mental health and developmental) will provide the appropriate front desk staff with a copy of their weekly appointment schedules. This schedule will be turned in by Noon on Friday for the upcoming week.
- ✓ The schedule should include the date and time of all appointments, and the name of the client.
- ✓ Front office staff will call all clients with telephone numbers on the working day prior to the appointment to remind them of their appointment, at the discretion of the therapist.
- ✓ Any changes to the weekly schedule should be emailed or provided in writing to the appropriate front office staff when it becomes known. Schedules should include office time, field time and scheduled days off.
- ✓ Outpatient staff should notify the front office staff when they are leaving the building and when they anticipate their return.
- ✓ If a therapist knows they will be more than 5 minutes late arriving for an appointment in the office, the therapist should notify the front office staff immediately of the delay. If a client waits in the lobby for 10 minutes with no word from the therapist, a supervisor will be notified.