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POLICY AND PROCEDURE

SCHEDULING APPOINTMENTS

2019

POLICY:

Scheduling will be done to allow the smoothest, most efficient way of moving patients through the clinic. Since it isn't always possible to gauge how much time will be needed for an individual appointment, employees will be expected to be considerate of those waiting and inform them that they will be seen as soon as possible. If a long delay is expected, those waiting should be informed and given the opportunity to leave for a short time or reschedule.

PROCEDURE:

1. The Bullhook Community Health Center's Medical Receptionists will schedule patients using the computer scheduling software.
2. Blood Pressure Checks can be done at anytime. Explain to the patient that there may be a short wait until the nurse is available.
3. Physical exams will be allowed 30 minutes of time per appointment. Complicated situations will have additional time as needed.
4. New patients will be instructed to come in 15 minutes prior to their appointment to complete paperwork.
5. Individuals making appointments for minors will be reminded when they make the appointment that an authorized adult must accompany the minor to the visit.
6. Patients will be scheduled with their "usual" provider, whenever possible, to ensure patients' continuity of care.

Nurses are to take telephone calls when the receptionist has questions about whether patients need to be seen right away. They are to return calls as soon as possible. If the nurse is unsure about the need for a patient to be seen, or, the schedule appears too full, she/he is to consult with the Provider.

