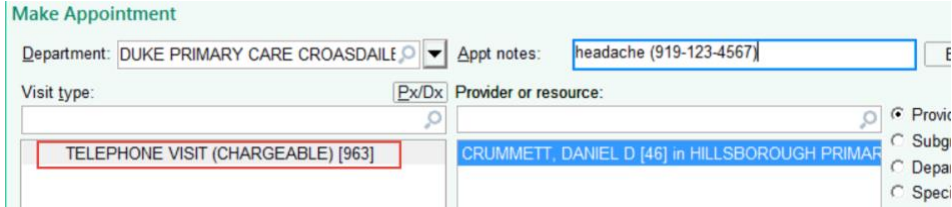
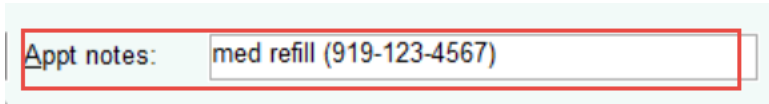


Process: Scheduling a Telephone Visit @ DPC				
Step	Operator	Important Steps	Reasons	Tools/ Materials Needed
1	Nurse	After determining that patient is appropriate for a telephone visit, follow the standard scheduling process.		
3.	Nurse	Use Appt Type Telephone Visit Chargeable (963) and schedule onto provider template, just as if you were scheduling an office visit. 		
4.	Nurse	In appointment notes, please enter the telephone number that the patient can be reached. It is very important that we capture the correct phone number. 		
5.	Nurse	Continue scheduling as you would a typical office visit. Inform patient that they will receive a phone call at the time of their scheduled telephone visit. Kindly remind the patient to make sure their phone is not turned off or silenced so they can receive the call.		