

Patient Service Checklist

Use this checklist to assess your practice's efficiency in answering patient calls and quality of service.

	Yes	No
Are calls answered within 3–4 rings during business hours?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have coverage during lunch, shift changes, after hours and on weekends?	<input type="checkbox"/>	<input type="checkbox"/>
Are you answering at least 95% of your calls?	<input type="checkbox"/>	<input type="checkbox"/>
Are you tracking patient call conversion rates?	<input type="checkbox"/>	<input type="checkbox"/>
Are missed calls returned within the hour?	<input type="checkbox"/>	<input type="checkbox"/>
Are calls monitored for quality, consistency, and accuracy?	<input type="checkbox"/>	<input type="checkbox"/>
Are patients greeted by a live person rather than automated menu or a menu?	<input type="checkbox"/>	<input type="checkbox"/>
Is your average call hold time under 30 seconds?	<input type="checkbox"/>	<input type="checkbox"/>
Does your staff undergo regular training and performance reviews?	<input type="checkbox"/>	<input type="checkbox"/>
Are your calls recorded and evaluated?	<input type="checkbox"/>	<input type="checkbox"/>

Total

<input type="checkbox"/>	<input type="checkbox"/>
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