


**2010 Reproductive Health Update**

**Improving Clinic Efficiency through Front Desk Triage**  
**April 8<sup>th</sup>, 2010**

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Research & Training Institute, Inc.

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**Training Objectives**  
**By the end of this workshop participants will:**

- Have a greater understanding of the risks associated with delivering patient information
- Be able to differentiate between general and specific patient information
- Identify one idea or tool that I would like to bring to my clinic to expedite front desk duties
- Learn how “Ordinary People get Extraordinary Results”



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**Agenda**

- Real World Example's of Front Desk Life
- “How Ordinary People get Extraordinary Results”
- Types of Health Care Information
- Types of Health Care Advise
- Front Desk Triage Pitfalls
- Is Your Front Desk Efficient? Tools that may help



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## Real World Examples of Front Desk Triage Situations

Think back over the last week and write down a question that you were asked either on the phone or at the front desk.

You can select something very common or something that left you at a complete loss.

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## Ordinary People

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## Types of Health Care Information

- General to the population
  - Native Americans in ND have an age adjusted death rate from lung cancer, that is 3 fold higher than the Native American national average” (CDC)
- Specific to the method, the menstrual cycle, or the infection BUT NOT specific to the individual
  - “We expect irregular menses for about 6 months after the Mirena is inserted”
- Specific to the individual’s situation
  - “You need to discontinue the patch since you have leg pain”

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## Types of Health Care Advise

- General to the population
  - 5 to 9 servings of fruits or vegetables are recommended daily
- Specific to the method, the menstrual cycle, or the infection BUT NOT specific to the individual
  - “When using DMPA, one should increase your calcium intake”
- Specific to the individual's situation
  - “Given your pap history, you should have a re-pap in 6 months”.

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## Triage Pitfalls

- Sharing personal experiences
  - “The same thing happened to me and it went away in a few days”
- Assuming you know what the provider would say/recommend
  - “We always recommend Monistat before you come in to get checked for a discharge”
- Failing to document conversations
  - Client given different information because previous conversation not documented

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## Minimizing Risks

- Can I be sued?
  - Yes, Anyone can face a civil suit for anything
- What is the best defense?
  - Follow your community's Standard of Care
  - Make sure your actions or inactions do not cause harm
  - Make sure your actions are aligned with the organization
  - Involving back office staff when individualized advise needed

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## Minimizing Risks

- Recognizing your own strengths and weaknesses
- Recognizing your team mates strengths and weaknesses
- Using your family planning resources

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## Is Your Front Desk Efficient? Tools that may help!

- Label printers
- EMR's
- Paper vs. computer schedules
- How many visit types/slots per hour
- Check in
- Check out
- Paperwork pick up early or online
- Training
- Headsets
- Walkie –talkies, pagers ect
- Credit Card machines
- Collecting cycle times

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## Closing

- Wrap Up and Questions

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