


**2010 Wyoming Family Planning  
Training Conference**

***Improving Clinic Efficiency  
through Front Desk Triage***

**June 4, 2010  
Patrice Zink, MA**



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

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



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**Agenda**

- “Real Clinic” 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
- Revisit “Real Life Situations”
- 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 may 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
  - The life expectancy rate for those living in Wyoming is 77.7 years (CDC)
- Specific to the method, the menstrual cycle, or the infection BUT NOT specific to the individual
  - “We expect irregular menses for about 6 mon hs 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 Advice

- 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 her 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 or recommend

- “We always recommend Monistat before you come in to get checked for a discharge.”

Failing to document conversations

- Client given different information because a previous conversation was not documented

Conversations that take place over the front desk

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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 advice is needed

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## Minimizing Risks

- Recognizing your own strengths and weaknesses
- Recognizing your teammates' 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
- Number of visit types / slots per hour
- Check in
- Check out
- Paperwork pick up early or online
- Training
- Headsets
- Walkie-talkies, pagers, etc.
- Credit Card machines
- Collecting cycle times

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## Closing

Wrap Up and Questions

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