

CLOSING FOR THE HOLIDAYS CHECKLIST



Prepare your practice and patients for an extended close over the holiday period. Plan ahead with this checklist so that you ensure a smooth, safe and happy period for all! And, create your own shutdown procedures to share with your team.

- **Inform your patients and the wider community about closure or holiday hours**
 - Professional signage on your entry door
 - Email blast to your data-base
 - Social media accounts
 - Clear message on your voicemail/answering machine
 - Banner on your website
 - Update hours on Google My Business account
 - Include on your out-of-office email
- **Arrange for emergency or urgent care options for your patients**
 - Which clinician and support staff are available?
 - Do you require an emergency staffing roster?
 - Emergency phone and email staff coverage
 - Train staff to triage to determine if emergency care required
 - Train staff to manage invoicing, receipts and payments
 - Third-party emergency care service available nearby?
 - Set up emergency treatment kits
- **Stop or adjust regular services to the practice**
 - Deliveries
 - Cleaners, Gardeners
 - Waste management
 - Mail
- **Lockdown protocols**
 - Plan time and staffing to complete your closure procedures!
 - Lock or secure valuables
 - Turn off water, power to equipment etc
 - Remove perishables, clear out fridge, empty all bins
- **Admin**
 - Ensure invoices or payments due will be paid on time
 - Manage outstanding financial, HR etc tasks
 - Adjust any automated reminders where appropriate
 - Final post-op check on patients
- **Prepare for back to work**
 - Plan time and staffing to complete your reopening procedures!
 - Plan to restock essentials first day back
 - Clean up if required

