

FRONT DESK DAILY JOBS LIST



Week commencing Monday / /2021

Initial box when job complete.

Daily Tasks: On Arrival	MON	TUE	WED	THU	FRI	SAT
Exterior signage out						
Fresh water, Coffee on, Aromatherapy						
FD TV on, Relax Music						
Return Voice Mail messages						
Check Email Inbox						
Check for online bookings and new submissions from website						
Update Huddle Sheet						
Check Handover slip						
Review FD Reminders column in appt bk						
Daily Tasks: Morning						
SMS appts 2 days in advance by 9:30am						
Post op calls before 10am						
Phone patients not responded for next day by 10am						
SMS Recall reminders in advance (this day in 4 weeks)						
Check all deposits/reservation fees paid – this day in 2 weeks						
HP appt deposits paid – this day 2 weeks						
Reactivation Calls - Recall (Overdue)						
Reactivation Calls - Incomplete Tx (Spreadsheet, Care manager)						
Fill schedule for next 2 days (Check priority lists first)						
Referrals						
FTA/CSN letters						
Stock up FD stationery						
Check FD stock for ordering						
Call Labs for pickup						
Daily Tasks: Afternoon						
Check mailbox						
Clean the front desk						
Clean and resupply patient lounge area						
Clean and resupply patient restroom						
Restock freebies bowl						
Print Daylists						
Double check lab jobs for tomorrow back?						
Write up Handover Slip (if next day rostered FD is not you)						
Consent to Tx forms printed for tomorrow						
NP Welcome Letters Send/Email						
Thank you card to referrers						
Send gift to referrers						
Complete FD Huddle Sheets for tmrw						
Finance forms entered and scanned to file						
Finance deposits required this week						
Medicare Consent Forms and claims filed – as required						
DVA forms complete and sent – as required						
Enter online payments - Proda						
Enter online payments - Bank						
Scanning						
Shredding						
End of Day Tasks:						
Print and check 'Invoices/Receipts' reports						
Print 'Cash' report						
Banking: EFT and HiCaps						
Check Float balances						
Banking: Cash & Cheques						
Clean Kitchen, empty bin						
Clean and resupply patient restroom						
Empty Bins and shredder						
Front Desk Co-ordinator Responsibilities:	Staff member end of week sign off					
• Complete and initial all tasks as listed						
• Specific jobs to be completed on day where grey shaded box						
• Also complete daily tasks as indicated on the "General FDC" list						