

## **5 Ways to Improve Check-In in 15 Minutes or Less**

### **Display Clear Signage & Instructions**

- ☐ Place simple, friendly signs at the entrance and check-in desk
- ☐ Include step-by-step instructions for patients (walk-ins vs. scheduled)
- ☐ Use bilingual or universal icons if possible

### **Offer a Digital or Paperless Check-In Option**

- ☐ Set up tablets or kiosks for digital check-in
- ☐ Provide a QR code that patients can scan to check in from their phones
- ☐ Assign a staff member to guide first-time users

### **Greet Every Patient Promptly & Personally**

- ☐ Train front desk staff to make eye contact and smile
- ☐ Use patient names when possible
- ☐ Stand or lean forward to acknowledge patients within 10 seconds

### **Prepare Pre-Visit Paperwork in Advance**

- ☐ Email or text patients the required forms 24 hours before the visit
- ☐ Place “completed forms” drop-box at check-in
- ☐ Keep clipboards and pens clean and accessible for last-minute forms

### **Refresh the Waiting Environment**

- ☐ Tidy up chairs, magazines, and sanitizing stations
- ☐ Play soft background music or display wellness tips on a screen
- ☐ Ensure a calming, clutter-free environment