![Flagler Free Clinic logo — For People. Not for Profit.]

Training Checklist for Front Office

Volunteer/Staff Name_____**Trained By**_____

New Patient Process   Date Completed

Register and qualify new/returning patient_____

Create or update EMR file_____

Schedule medical history appointment for new patient (Intake)_____

Computer_____

Entering a new patient_____

Entering a return medical visit_____

Entering a dental visit_____

Check out medical patient_____

Check out dental patient_____

Entering labs and procedures_____

Name labels_____

Athena turorials and learning plan_____

Office Machines_____

Copy Machine_____

        Faxing & Scanning_____

Answering the phone_____

        Transfer to voicemail_____

        Intercom system_____

Medical Records Requests_____

From Attorneys or Social Security for Disability Claims_____

From Medical Providers_____

From the patient_____

Revised 10/4/21