Managing Your Intake during COVID-19

10 Best Practices for CheckinAsyst users

As the entire healthcare fraternity is focusing its resources to manage the COVID-19 pandemic, here are some best practices for existing CheckinAsyst users. These best practices will help you leverage your intake solution to ensure minimal risks and exposure to your staff, providers and other patients.

1. Communicate a mandatory policy on collecting email addresses and mobile phone numbers for all patients

2. Send your patients clear instructions on what to do if they have symptoms

3. Encourage all patients to complete Pre-visit using their personal devices from the comfort of their homes. Patients can complete and sign forms, take a selfie and pic of their insurance card, and answer all clinical questionnaires with ease allowing your staff to manage the details remotely

4. Set expectations with patients to call your office before leaving the car if they arrive without completing Pre-visit. In this case, push a pre-visit link via email or SMS for them to fill while waiting in their vehicle. This helps them reduce germ exposure

5. Instruct them to use their car effectively for social distancing. Let them stay in their car and get out of it only when the doctor is ready to see them

6. Restrict the number of companions for each patient to one

7. Use the CheckinAsyst COVID-19 screening questionnaire to identify symptomatic and asymptomatic patients

8. Adopt telehealth visits as much as you can. Use CheckinAsyst to track telehealth appointment types and capture appropriate telehealth consent forms

9. Advice patients to do all payments using credit/debit card during pre-visit from home or while waiting in their car. Let the patients complete any pending post-visit payment through the payment link, powered by CheckinAsyst, available on the practice website

10. Sometimes, patients may cancel appointments after completing pre-visit. In such cases where the patient dues are already collected, void or refund the transaction promptly. You can do this via the CheckinAsyst dashboard. Use the Void option for payments made on the same day; use the Refund option for older payment