New Patient Call Review

Date of Call: _____ Time of Call: _____

Staff Member Who Took Call: _____

How many rings to pick up? _____

Was the name of the practice said?	Y / N	Was it said clearly?	Y / N
Was the name of the receptionist said?	Y / N	Was it said clearly?	Y / N

Did they get:

Caller's name?	Y / N
Caller's phone number?	Y / N
How the caller heard about the practice?	Y / N
Why the person was calling?	Y / N
Did they attempt to schedule the patient?	Y / N
Was the scheduler pleasant & friendly?	Y / N

Did the scheduler Pass or Fail? Pass / Fail

Additional notes: