

Chapter 12
Scheduling Appointments and
Maintaining the Physician's Schedule

Objectives:

- Explain the importance of the appointment book in maintaining the schedule in the medical office
- Identify common scheduling abbreviations
- Identify and describe different types of appointment scheduling systems
- Discuss ways to arrange appointments for patients
- Explain how to handle special scheduling situations
- Explain how to properly document no-shows and late patients
- Describe how to schedule appointments that are outside the medical office
- Discuss ways to keep an accurate and efficient physician schedule

Vocabulary:

- advanced scheduling
- agenda
- cluster scheduling
- double-booking system
- itinerary
- locum tenens
- matrix
- modified-wave scheduling
- no-show
- open-hours scheduling
- overbooking
- time-specified scheduling
- underbooking
- walk-in
- wave scheduling

Assignments:

- _____ **Read Chapter 12**—pages 238-253 or pages 210-224 (2nd edition)
- _____ Preview Chapter 12 **PowerPoint Presentation**
- _____ Complete **End of Chapter Review**—page 254
- _____ Complete **Worksheet Pages**—pages 121-129

Assessment:

- _____ Complete **Student Tutorial CD**
- **Administrative Practice**
 - Scheduling Appointments
 - Types of Appointments
 - **E-Mail or Print Progress Report**
- _____ Complete **Worksheet Application Activities #1-2** page 128
Scheduling Appointments and Developing a Travel Itinerary
- _____ **Chapter 12 Exam**