

## Front Desk

**Main Goal:** Front Desk checks patients in, handles transactions, schedules and answers the phone.

**Summary:** They are in charge of checking patients in, making reminder calls for New Arrivals and Current Patients the day before their appointment, keeping all logs up to date, processing transactions for purchases, creating new patient folders, scheduling, answering calls, returning messages, coordinating with the Sales person and the Therapy Staff about patients, upselling and making sure the office flows. They have metrics to report daily and weekly and a daily checklist.