

AUDITING INCOMING CALLS: Daily Sheet per Work Station

Drs Working: _____ Date and Day: _____ Phone Station: _____ Primary Employee _____

A	B	C	D	E	F	G	H	I	J	K
TOTAL	NPs	Restoratives	Recalls	Emergency	NS or CX	For Dr.	Billing ?	Clinical ?	Personal	Vendors
8 - 9										
9 - 10										
10 - 11										
11 - 12										
12 - 1										
1 - 2										
2 - 3										
3 - 4										
4 - 5										

Directions: For every call place a ditto mark (/) in the correct HOUR Box, then another ditto mark (/) in the appropriate box to indicate the purpose of the call. You can edit them as you like. Currently your choices are that it's a parent calling to schedule a NP appt, a recall, restorative treatment, emergency call, no show or cancellation, call for the Dr., a billing question, clinical staff, a personal call for staff, or a vendor call. The phone logs are placed at all phone stations and whoever answers that phone logs in the call. At the end of the day, they are combined into one.