

New Process for Dermatology Specialty Clinic

- Patients arrive for Dermatology clinic and will register as usual. Patients obtain a number to be seen. Process explained to patient.
- After all patients are registered the nurse will print a list of the patients in order of arrival (by number) to call them for their appointment.
- When the nurse goes out to the waiting room to call the patients, she will call them by first name and number very clearly. Number will be displayed on illuminated board in waiting area.
- At that time, the nurse alerts the registrars to the number that is being taken to the back, then the registrar can answer questions about number called and wait time if asked.
- If there are any questions that come up while the nurse is getting the patient from the waiting room, she will stop to answer them.