

# Appointment Waitlist

You may find your care center's schedule becomes full, causing you to have to turn away patients from scheduling their appointments. While sometimes unavoidable, a patient is most likely to return if they know they can be seen in a timely manner. One way to ensure you capture all patients and don't lose them due to scheduling conflicts is by utilizing athena's waitlist function. The waitlist is a tool that tracks all patients awaiting an appointment when the schedule is full for the requested date and time. It allows you to keep track of patients who are requesting appointments that you can then refer to when there are cancellations/additional appointments.

## Benefits:

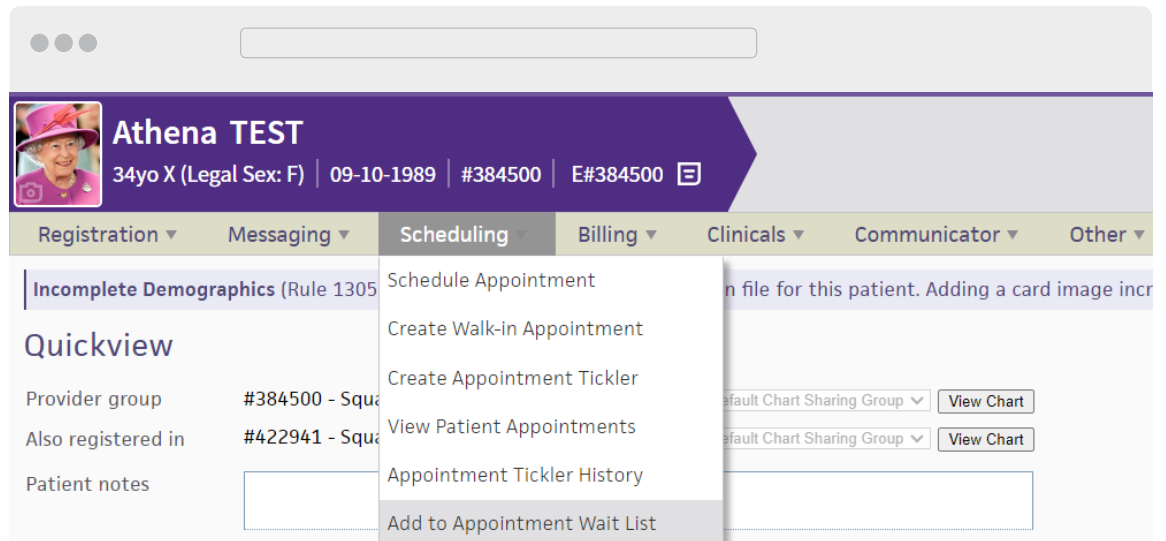


- Can fill slots that open last minute
- Increase patient satisfaction by getting patients seen faster
- Decrease gaps in provider's schedule

## Key Features:

- Maximizes schedule efficiency by filling cancelled/rescheduled slots
- Increases patient satisfaction with additional accessibility to providers
- Improves patient retention by ensuring patients they will be seen as soon as possible
- Reduces revenue loss for cancelled/rescheduled appointments
- Provider schedules will flow more seamlessly, without unnecessary downtime due to cancellations

First, navigate to the patient's account. From there, go to Scheduling, Add to Appointment Waitlist as shown below:



In the Add Patient to Appointment Wait List section, choose from the drop-down menu for the following categories; Department, Appointment Type, Desired Provider, Desired Start Time, Desired Day. In the Notes text box, put all appropriate notes, including reason for visit and scheduling conflict cause. Press the Save button when complete.

The screenshot shows the 'Add Patient to Appointment Wait List' form. The title is 'Add TEST, A #384500 E#384500 to Appointment Wait List'. The form contains the following fields and options:

- Department: -Any- (dropdown)
- Appointment Type: -Any- (dropdown)
- Desired Provider: -Any- (dropdown)
- Desired Start Time: [ ] to [ ] (dropdowns)
- Desired Day: -Any-, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday (dropdown)
- Priority: Normal (dropdown)
- Currently Scheduled Appointment: No appointment selected (dropdown)
- Notes: [ ] (text box)
- Buttons: Save, Cancel

You can also add a patient to the waitlist after scheduling their appointment, if the scheduled date is further out than the patient had hoped. After scheduling the appointment, navigate to the Appointment Info screen. At the bottom of this page, you will see a blue hyperlink that states "add patient to appointment waitlist". Click on this hyperlink, and then follow the instructions.

The screenshot shows a web interface for appointment management. At the top, there are three dots and a search bar. Below is the 'Appointment Info' section, which states 'The following appointments have been successfully scheduled:'. A table lists appointment details: Date/time (Tuesday, October 05, 2021 06:00 PM), Patient (TEST, ATHENA 09/10/1989 (32yo F) #384500 E#384500), Department (CC003\_ABOG\_STONY\_BROOK), Appointment type (BRCA TESTING 15), Provider (MICHAEL ARATO), and Appointment type notes (BRCA TESTING 15, Patient must sign consent and scan into record.). Below this is an 'Eligibility Financial Summary' section with a note that financial information is not available. There is also an 'Estimated Out of Pocket Calculator' section with an 'Authorization' dropdown menu, a 'Save Information' button, and a 'Print upcoming appointments' link. At the bottom, there are three links: 'go to quickview', 'go to appointment workflow', and 'add patient to appointment wait list', which is highlighted with an orange box.

Date/time	Tuesday, October 05, 2021 06:00 PM
Patient	TEST, ATHENA 09/10/1989 (32yo F) #384500 E#384500
Department	CC003_ABOG_STONY_BROOK
Appointment type	BRCA TESTING 15
Provider	MICHAEL ARATO
Appointment type notes	<b>BRCA TESTING 15</b> Patient must sign consent and scan into record.

Eligibility Financial Summary Eligibility financial information is not available. Please contact your provider for more information.

[Estimated Out of Pocket Calculator](#)

Authorization

[Print upcoming appointments](#)

[go to quickview](#) | [go to appointment workflow](#) | [add patient to appointment wait list](#)

In order to make the most of this tool, designate someone in your office to manage the waitlist on a daily basis. This may be front desk staff, or even an MA with downtime. This can be done at the end of the day for the following day's appointment slots.

## How to get started:

Reach out to your Practice Performance Partner (PPP) for support.