

Reception Emails (FOC 1 Task)

- Each clinic has their own front office emails, this is the task of the front office 1 team member.
- To open your emails, you will need to go to 'GMAIL' and type in your clinics email URL e.g for Melbourne it is reception@dentalboutique.com.au, then enter your password.
- You will receive all different types of emails throughout the day, your role is to ensure these emails all get responded to or directed to the right person.
- If a patient is needing to reschedule or change a booking, you need to respond to the email and call the patient to re-book.
- If you receive a record request, this needs to go to your Business Manager
- Lab requests or coordinations need to be forwarded onto the clinician
- Patient's will also send through images for their video consultation, this needs to be saved to their core profile ahead of their appointment
- Make sure any email replies, correspondence from other clinics or any emails regarding a patient are to be saved to their core profile
- Any emails regarding a patient's finance, need to be forward to the patient consultant for that patient

Any other email requests that come through, and you do not know who to direct to. Follow-up with your FOC Team Lead.