



Standard Operating Procedure

Procedure Title:	New Patient Folders
Date:	11.29.21
Version:	1.0
Department:	Reception
Approved By:	

Purpose: New Patient Folders will be used to introduce our newest patients to Complete Care by giving them a warm welcome and a snapshot of all that Complete Care has to offer.

Definitions:

Procedure:

- New Patient Folders will be prepped by reception and checked weekly to make sure there is a sufficient supply on hand.
- Folders will be prepped with the following items:
 - Left Side Order:
 - Patient Welcome Letter / Service Grid
 - “What You Need to Know” Patient Info Sheet
 - This document should be printed 2 sided, so it is a single sheet.
 - Provider Rundown Flyer
 - Right Side Order:
 - “Refer a Friend” Info Card
 - Current Vitality Success Brochure
 - Current Ligament Injection Brochure
 - Blank “Your Notes” Sheet
 - Card Holder: Vitamin Injections Punch Card
- New Patient Check In:
 - After the new patient has completed the initial check in process, give them the new patient folder and a Complete Care pen. Briefly explain the items in the folder and ask that they review the FAQ’s page while they are waiting for their provider.