

After-Hours Patient Intake Checklist

For small practices that miss calls when the front desk is closed. Medical Growth AI. This is a checklist a practice manager can run this week. When you want the digital side handled, start at digital4doctors.us/start/.

Why this matters

A parent calling at 7:40 p.m. will not leave a long voicemail. They will book the practice that answers and takes a clean intake.

What the night line must collect

Item	Why
Full name and date of birth	Match the chart, not a nickname
Callback number, repeated	Wrong digits = a no-show tomorrow
Existing patient or new	Routing and insurance
Symptom in their words	Do not diagnose on the call
Emergency vs next-day	Chest pain / breathing / bleeding = ER, not a hold
Preferred time window	Front desk can confirm, not hunt

What never belongs on the night line

A diagnosis. A promise of a specific doctor if that doctor is not on. Collecting a card number on a voicemail. Anything that belongs in the chart as clinical advice.

Monday morning dump

Print or export every after-hours intake before the first appointment. Call back the same morning. If this pile is empty, you did not have a quiet night — you had a line nobody used.

This week

Write the script on one page. Train whoever answers. Track seven nights. If you cannot staff it, the digital front door has to carry the intake — that is the work Digital4Doctors does.

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