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A named Monday owner is not a returned call

A name on the log is not a call back.

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Before the first Monday appointment, the named owner works each still-open Sunday slip

One shared log. Still-open slips only.

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Write the time of the return attempt

A blank time is not a match.

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Write the next step on that same line

A name is not a next step.

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A name on the log is not a returned call

Do not stop at the name.

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Mark closed lines closed

A closed line stays closed.

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Use your practice's written urgency rules

Do not add clinical advice.

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Get the intake checklist

https://digital4doctors.us/guides/after-hours-patient-intake.pdf

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Start a clearer Monday log

https://digital4doctors.us/start/