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A Sunday portal message is not on the Monday board

An uncopied message does not reach the first appointment.



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**Before the first Monday
appointment, copy each still-open
Sunday portal line**

One shared log. Still-open lines only.

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Include the time the line arrived

A blank time is not a record.



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Include the callback number

One number for each still-open line.



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Write the request in the caller's words

Do not add clinical advice.

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Name the Monday owner

A portal inbox is not an owner.



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Write the first administrative slot you can offer

Mark lines already returned as closed. Use your practice's written urgency rules.



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Get the intake checklist

[https://digital4doctors.us/guides/
after-hours-patient-intake.pdf](https://digital4doctors.us/guides/after-hours-patient-intake.pdf)

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Start a clearer Monday log

<https://digital4doctors.us/start/>

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