

教学环节	讲解内容	视频设计
片头	医院、医生、护士、患者。 标题: Nursing and Healthcare English	不超过 10 秒。
开场	<p>Hello, everyone, welcome to this mini-lecture, today we are going to talk about medical office appointment scheduling. How to schedule medical office appointments effectively?.</p> <p>Why is medical office appointment scheduling important? And what are the tips of effective medical office appointment scheduling?</p> <p>Before answering the questions, let' s watch a video clip.</p>	教师出镜
内容	<p>Patient A : Hi! What brings you here?</p> <p>Patient B: I've got a stomachache for three days. I took some medicine, but it doesn't work. How about you?</p> <p>Patient A: I have a bad headache. This is a long queue. I wonder when it is my turn.</p> <p>Patient B : Yeah, quite long. It seems that there are more than 30 persons ahead of us. And the one who just entered the doctor's office has stayed for about half an hour. (Look at watch) Oh, my god! It's time for my son to leave the kindergarten. I have to go and pick him up. I can't see the doctor today.</p> <p>Patient A: What a pity! I also got up very early to see the doctor. It's really annoying.</p> <p>Doctor : Oh, my god. I have seen 40 patients this morning. I am really tired. There were fewer patients yesterday. I wish it were like yesterday. I need a rest.</p> <p>In this episode, we can see both the patients and the doctor are not satisfied with the situation. Sometimes the patients are kept waiting too long while the doctor has to deal with many patients with different symptoms. However, sometimes the doctor sits idle with fewer patients' visits. What should the doctor do to solve this problem? Yes, they need to improve their appointment scheduling.</p>	老师和同学出演情景剧拍摄 出医院候诊室: 患者排队长龙 出医生诊室 教师出境 出重点句子 Appointment Scheduling

	<p>Then why is medical office appointment scheduling important?</p> <p>Whether a medical office sees a steady stream of patients every day or just a trickle of patients here and there, appointment scheduling is an important and integral part of daily work for healthcare professionals, from family practices to large clinics, from physician offices to hospitals. Effective appointment scheduling is the key to running smoothly. It ensures that no patient becomes “lost” in the system. Not to mention that a smoother transition from patient to patient can allow doctors more quality time with each individual, answering questions and being more sensitive to each case file. In turn, patients are happier and have more peace of mind.</p> <p>The satisfaction of patients and medical office staff alike is well worth the effort to improve current appointment scheduling practices, especially if the current practices are creating chaos and losing revenue.</p> <p>Then how can we schedule the medical office appointment effectively and efficiently?</p> <p>Here are the eight tips for appointment scheduling that most efficient and effective medical offices follow:</p> <p>No. 1 Make a Timeline – How many patients will be seen weekly? How many days is it okay for a patient to wait to be seen? How many hours does a doctor want to work? These factors all cohesively determine how many doctors a medical office will need and what the schedule will look like, as well as what protocols a</p>	<p>出重点文字: Then why is medical office appointment scheduling is important?</p> <p>教师出境</p> <p>出重点文字:  <ul style="list-style-type: none"> <li>● running smoothly</li> <li>● no patient “lost”</li> <li>● quality time</li> <li>● satisfaction of patients and medical staff</li> <li>● avoid chaos and losing revenue</li> </ul> </p> <p>出重点文字: How to schedule the medical office appointments?</p> <p>出重点内容 Eight Tips</p> <p>手势出重点内容 Make a Timeline</p>
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	<p>scheduler will follow.</p> <p>No. 2 Avoid Double-Booking – New and difficult patients should never be double booked.</p> <p>Scheduler: Dr. Spenser’s office. How can I help you?  Patient: I want to book an appointment for my mother at 3:00 pm tomorrow. She has arthritis and need to see the doctor.  Scheduler: Ok. Let me see. Sorry, sir. Dr. Spenser is not available at that time because he has already had an appointment. But I can fit you in at 3:00 pm on Wednesday. Is it ok for her?  Patient: At 3:00 pm on Wednesday. Ok. Thank very much.</p> <p>So it’s necessary for you to offer your patients time-slot options to avoid double booking.</p> <p>However, if double booking needs to take place with other patients, there should be a health professional in the office that is able to welcome and make the initial consultation with the patient prior to the doctor entering the exam room.</p> <p>No. 3 Designate an Appointment Scheduler – Even if your medical office is large, it’s important to designate only one or two key appointment schedulers. Limiting the number of employees in this position enables a more regimented appointment scheduling procedure. The scheduler can learn the doctors’ individual preferences, hours, repeat patients, etc. and how to appropriately handle all of them combined.</p> <p>No. 4 Modified Wave Scheduling – In this type of appointment scheduling, more than one patient is scheduled toward the beginning of the hour and the end of the hour is left open as a buffer in case the doctor needs to catch up from long appointments or other unforeseen situations. It reduces the amount of patient build-up later on the day. Reduced wait times make happier patients.</p> <p>Scheduler: Doctor, today you will have ten patients with headache from 8:00 to 9:00 AM, 5 patients with stomachache from 9:00 to 10:00 AM. There is no walk-in.  Doctor: Ok. Thank you. That’s very nice!</p>	<p>手势出重点内容  Avoid  Double-Booking</p> <p>同学出演情景剧  插入电话铃声  护士接电话</p> <p>教师出境</p> <p>手势出重点内容  Designate an  Appointment  Scheduler</p> <p>手势出重点内容  Modified Wave  Scheduling</p> <p>同学出演情景剧</p>
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	<p>In this episode, the scheduler follows another guideline:</p> <p>No. 5 Group Similar Patients – Some doctors appreciate seeing patients with similar conditions or medical histories in the same day. This method of appointment scheduling allows a doctor to remain in a more focused medical mindset, enabling quicker appointments and diagnoses. In addition, the clinical staff can maintain a rhythm through the appointment needs. For example, a doctor can be speaking to the next patient while the first is having a radiograph.</p> <p>No. 6 Out of Office Planning – Before and after a doctor will be out of office, reduce the number of follow up appointments. If the time is reserved for new patients and patients with new symptoms, there will be less chaos in the appointment scheduling process and less stress on the doctor.</p> <p>No. 7 Clinical Collaboration – An appointment scheduler usually does not have clinical knowledge to find out things like patient priority by symptoms or conditions. It’s crucial for schedulers to be able to collaborate with clinical staff on appointment scheduling in order to meet patient needs most efficiently.</p> <p>No. 8 Recognize Patient Needs – The patients set time aside and even take off work to make an appointment. Doctors should be punctual and keep the appointments that are set as well as try to maintain appointment times.</p> <p>Doctor: These tips really help us improve our scheduling system. Our patients’ appointments are well organized and doctors work more efficiently and effectively. I really appreciate the improvement.</p> <p>Patient: With the improvement of the appointment scheduling, it doesn’t take me too much time to see the doctor. It becomes very convenient and quick. I really appreciate it.</p> <p>Appointment scheduling may appear very basic and these guidelines may seem simple, but that does not make any of them easy. Once the medical office gains a reputation for efficiency and exceptional care, more patients will be calling and walking in. The sheer volume can make appointment scheduling and other medical office tasks a nightmare. It might indicate that another doctor or more clinical staff needs to be hired.</p>	<p>教师出境 手势出重点内容 Group Similar Patients</p> <p>手势出重点内容 Out of Office Planning</p> <p>手势出重点内容 Clinical Collaboration</p> <p>手势出重点内容 Recognize Patient Needs</p>
<p>结尾</p>	<p>Thank you for your watching. See you next time.</p>	