



Practice Readiness Assessment Form for Medical Assistant

Information in this portion of the assessment will assist you in:

- Process/practice redesign

Practice Name:

Person Filling Out:

Instructions: Each Medical Assistant in the office should fill out this assessment from their perspective. This form can be filled out electronically. To enter text into a field, click on the field and begin typing. To check a box, simply click on it using your mouse. When you have completed the form, please save a copy and email it to servicebureau@mcms.org.

If you find it easier to fill out by hand, please print the form and fax or mail the hard copy to the Service Bureau.

Time estimate to complete: ½ hour. Block out and protect time for people to complete.

Practice Workflow

Scheduling

Who in the practice is allowed to schedule patients?

Are time slots reserved for same day appointments? Yes No

Does the practice double or triple book? Yes No

What procedures do you follow when scheduling appointments for **new** patients?

What procedures do you follow when scheduling appointments for **established** patients?

Are appointments confirmed within 24 to 48 hours of scheduled visit? Yes No

If yes, how?

Are cancellations and no-shows called to reschedule? Yes No

Clinical:

Which staff member takes vital signs, weigh the patient, etc.?

Which staff member takes history? Yes No

Which staff member reviews reason for visit today? Yes No

Which staff member goes over medication list and update? Yes No

Are there written physician protocols for working up a patient for a visit? Yes No

Clinical: Exam Room

Are there protocols for the order in which patients are seen? Yes No

Does the physician review the chart before entering the exam room? Yes No

Where is the chart placed?

Does the physician routinely stay in the room longer than the time allotted? Yes No

After the physician leaves the exam room, how does he/she know which patient is next?

How are staff kept aware of patient needs and whereabouts?

Explain how call triaging processes are documented.

After a procedure has been performed, is there a "call-back" program in which patients are contacted 1-2 days afterwards to verify understanding of physicians' advice and instructions? Yes No

Questions or comments? Enter them in the field below.

Thank you for completing this form.