Friday March 4, 2022

Clerical Meeting and site visit for Newmarket Clinic- 679 Davis Drive

Sharon Swider- lead clerk, Milana, Co Op students Katelyn and Manija

Regrets: Sue

Agenda:

1. Upcoming CPSO readiness.
2. Confirming Covid protocols, signage etc.
3. Booking errors
4. Observe reception live

Minutes:

Upcoming CPSO readiness.

Enquired about where the first aid kits and procedural manuals are, all staff are aware of location.

All staff work as a team and cordial to each other.

I did a walk around the clinic, very tidy and organized.

Confirming Covid protocols, signage etc.

Spoke to clerks re Covid: policies and practices. Everything is up to standards and all staff are following PPE procedures.

Booking errors

Discussion regarding booking errors and how they affect the patient and workflow. Noted that very few errors in Newmarket by receptionists.

Observe reception live

Observed reception and registration of patients. Staff is very polite and professional. The phone calls were answered promptly and professionally. I observed that there were many phone calls from doctors' offices that were handled.

No other concerns raised by staff