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|-------------------------------------|-----------------------------------------|----------------------------------------------------|-----------------------------------------------------|--------------------------------------------|
| <b>B</b>                            | <b>I</b>                                | <b>N</b>                                           | <b>G</b>                                            | <b>O</b>                                   |
| "That's a Joli thing"               | Book follow up                          | No showed patient shows up late                    | Patient says nothings changed but has new insurance | Patient cancels and promises to reschedule |
| Fax failed to send                  | "Has anyone seen Lori?"                 | Patient needs labs but no orders are placed        | Call for passport                                   | Someone wants to talk to Kayla             |
| "When is Dr. Rasch coming back?"    | Call patient to reschedule              | <b>FREE</b>                                        | Patient asks if there's any sooner appointments     | Patient asks if we have a restroom         |
| Someone wants doctors direct number | Patient asks which building visit it at | Patient refuses to fill out emergency contact form | Passport request                                    | Patient checks in then goes to bathroom    |
| Check in patient                    | Schedule a future appointment           | No VA authorization yet                            | "You just called me?"                               | No patient information left in voicemail   |

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| No patient information left in voicemail            | "That's a Joli thing"                | No VA authorization yet         | Someone wants doctors direct number         | Check in patient                                   |
| Patient cancels and promises to reschedule          | Patient arrives but doesn't check in | Someone wants to talk to Kayla  | Patient needs labs but no orders are placed | "Has anyone seen Lori?"                            |

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| Someone wants doctors direct number                | Passport request                            | "When is Dr. Rasch coming back?"   | No patient information left in voicemail        | Patient says nothings changed but has new insurance |
| Schedule a future appointment                      | Someone wants to talk to Kayla              | "You just called me?"              | Patient asks which building visit it at         | Call patient to reschedule                          |
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| Patient arrives but doesn't check in               | Patient cancels and promises to reschedule  | Check in patient                   | Book follow up                                  | "That's a Joli thing"                               |
| "Has anyone seen Lori?"                            | Patient needs labs but no orders are placed | Patient asks if we have a restroom | Patient checks in then goes to bathroom         | No VA authorization yet                             |