

Patient Communication Audit Checklist

12 things to check before assuming your front desk is running smoothly

01 Before the Appointment

- ✓ Patients can book via **WhatsApp**, not just phone calls during clinic hours.
- ✓ Every booking gets an **automatic confirmation** within minutes, not “we’ll call you back.”
- ✓ A reminder goes out **24 hours before**, not only a same-day message.

02 Reducing No-Shows

- ✓ Patients can **reschedule with one message**, without calling during clinic hours.
- ✓ No-shows get a **same-day follow-up message**, not silence until their next visit.
- ✓ You can see your **no-show rate at a glance**, not just a general sense of it.

03 After the Visit

- ✓ **Follow-up and recall reminders** (next check-up, results, refills) go out automatically.
- ✓ Patients can ask **quick questions on WhatsApp** without calling and waiting on hold.
- ✓ **Feedback is requested consistently**, not only when someone remembers to ask.

04 Behind the Scenes

- ✓ Patient records live in **one place**, not scattered across a register and phone contacts.
- ✓ **Front-desk staff aren’t re-typing** the same patient details into multiple places.
- ✓ A new receptionist could **follow this list** and know exactly what “good” looks like.

Want help closing these gaps?

Book a free 30-minute AI Practice Assessment — a live call where we map your current patient communication setup and show you exactly what to fix first. No cost, no obligation.

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