

Creating Booking Alerts

When booking the appointment:

Be sure to include a notation in the MD/NP/RN schedule that indicates that this is a patient with a developmental disability. In lieu of booking for a regular physical (e.g. “a CPX”), consider noting “DD-CPX”. This may help prompt the clinician that there are modifications (and specific tools) that they may wish to use with this patient.

Reminder phone call 1 or 2 days before the appointment:

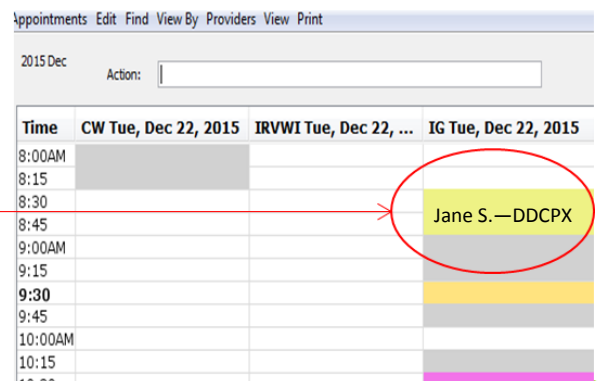
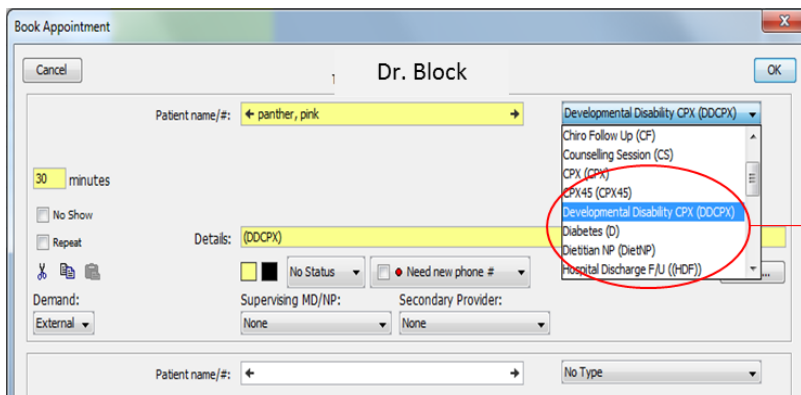
Remind the patient:

- They are welcome to bring someone they know well/feel comfortable with to come with them.
- If they have a health booklet or binder, remind them to bring that in.
- Encourage them to bring in any other things that may help them feel comfortable - music or headphones, comfort item, glasses, etc.

At the time of the appointment:

- Ask the patient, or his or her caregiver when appropriate if they have brought in a health booklet (could show them a copy of the Today’s Health Care Visit tool). If not, invite them to complete while waiting - if they would like. If they elect to complete one, encourage them to keep it out and show it to the Doctor or Nurse.
- Decide as a clinic if there is a quiet room/available room that can be accessed if the waiting room proves distressing to the patient.

Booking Alert example: Practice Solutions



Time	CW Tue, Dec 22, 2015	IRVWI Tue, Dec 22, ...	IG Tue, Dec 22, 2015
8:00AM			
8:15			
8:30			
8:45			
9:00AM			
9:15			
9:30			Jane S.—DDCPX
9:45			
10:00AM			
10:15			
10:30			

