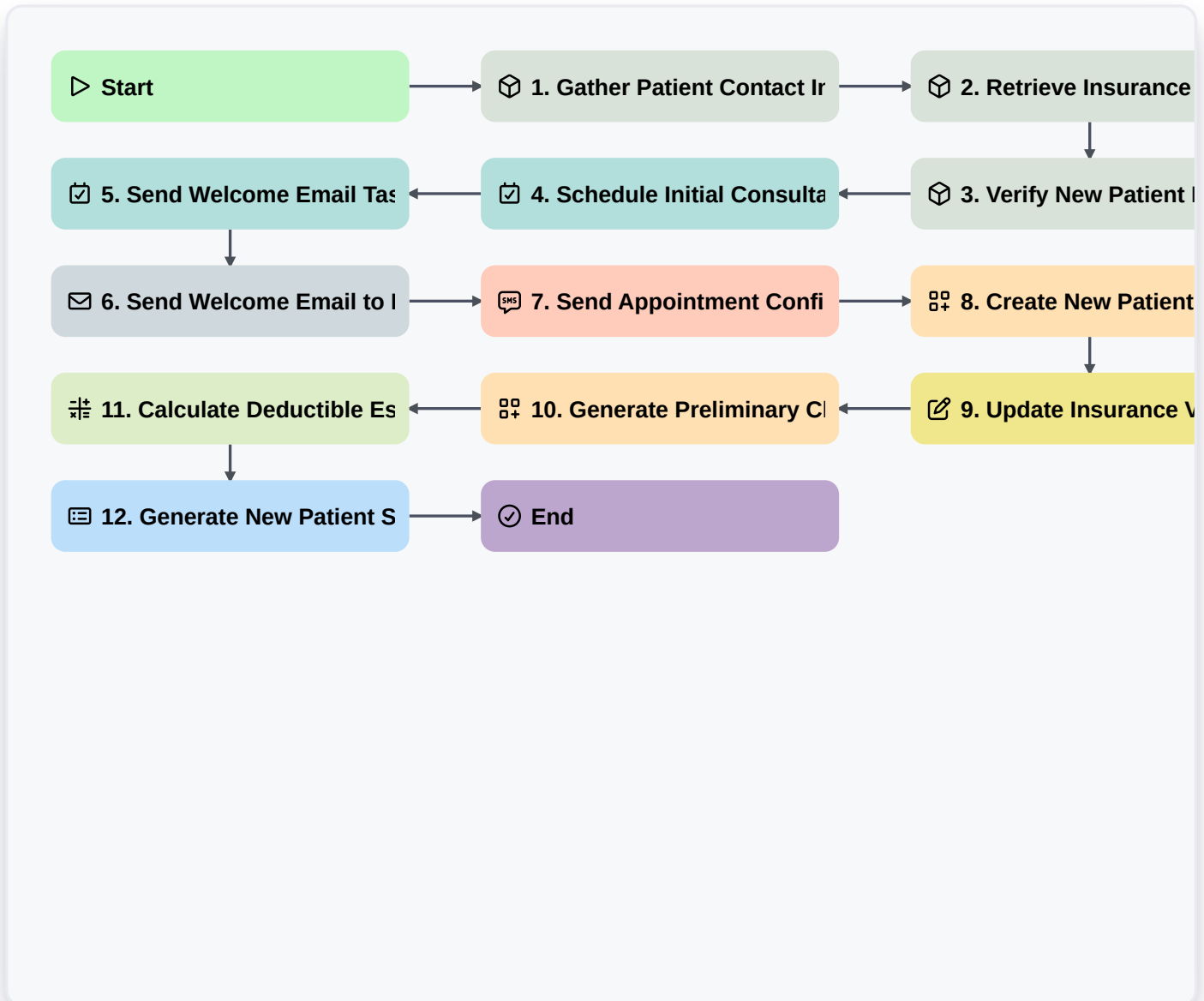


# Complete Dental Patient Intake & Onboarding Workflow Guide



## ▶ Start

Start of the Workflow/Process.

### 1. Gather Patient Contact Information

Collect initial patient details (Name, Phone, Email) from Intake Form.

### 2. Retrieve Insurance Policy Details

Fetch existing insurance information using Patient ID for verification.

### 3. Verify New Patient Forms

Retrieve and review submitted consent forms and health questionnaires.

### 4. Schedule Initial Consultation Task

Create a task for the front desk staff to schedule the first appointment.

### 5. Send Welcome Email Task

Create a task to send the automated 'Welcome to Our Practice' email.

## **6. Send Welcome Email to Patient**

Dispatch an automated email to the new patient confirming their scheduled appointment and providing preliminary care guidelines.

## **7. Send Appointment Confirmation SMS**

Send an SMS reminder to the patient 24 hours before the first visit.

## **8. Create New Patient Record**

Create the master patient file entry in the EMR/Data Model.

## **9. Update Insurance Verification Status**

Update the patient record with the results of the insurance eligibility check.

## **10. Generate Preliminary Chart Notes**

Create a baseline chart entry summarizing the initial intake screening data.

## **11. Calculate Deductible Estimate**

Calculate estimated co-pay/deductible based on gathered insurance data and procedure codes.

## **12. Generate New Patient Summary Report**

Compile key data points (Intake Summary, Insurance, Initial Visit Notes) into a single pre-visit report for the treating dentist.

## **End**

Start of the Workflow/Process.