DAISY Visit Confirmation Procedure

This is a procedure to confirm a scheduled DAISY visit, for the benefit of the DAISY participant/parent

1. Each Tuesday, Front Desk staff (or backup person) will go to the DAISY Access Database, S:\BDC\DAISY\DAISY DATABASES\AddressLabels
2. Select "DAISY Visit Confirmation" to generate the list of DAISY participants scheduled for a clinic visit at the BDC for the following week, Monday through Saturday.
3. The DAISY subject and/or family email should be selected and the "Appointment Confirmation Script" updated with the first name, date/time of appointment and appropriate parking code
4. If there is not an email address available, please check their preferred phone number and call, leave a message with the same information
5. DAISY participants will still get a brief reminder phone call a day or two prior to their appointment, with the same information (same as always).
6. If an appointment is scheduled at the last minute (within a week of visit) the query will catch most, except those squeezed in on the Monday before the query is run again. At that point, I don't think they require an email because the appointment is occurring in a very short period of time and they will still get a reminder call. The parking code should be given during this "last minute" scheduling call.
7. The query will update each time it is run so that once the list is generated, people will fall off the list, and the "Send map?" field will update with date. I'm not sure if this is going to update automatically right away, so check in the database and hit the "click to update that map was emailed" button on the Scheduling tab AFTER YOU HAVE SENT THE EMAIL-even though we are not sending a map☺.