



THINKING OUTSIDE THE BOX

NON-STANDARD VISICOM MESSAGE IDEAS

What does code #7 indicate? *It indicates whatever we agree it indicates!* It could mean “the pizza is here” or “your wife is on the phone”. Here are some ideas others have shared with us over the years to start you thinking about ways you can customize VisiCom messages to meet your needs.

CALL FOR AN EXAM



CALL SOMEONE TO PERFORM AN EXAMINATION

In the room where the exam is needed, press the button for the specific individual who will perform the examination, or, possibly a generic button which is used to designate any available physician.

CALL FOR A PROCEDURE



A SPECIFIC PROCEDURE

Designate a button, such as number 7 to indicate a procedure such as an X-ray. When sent from the front desk **7-Pt** indicates a patient has arrived for an X-Ray, when sent from a room **7-C** indicates that the X-Ray technician is needed in room C.

ASSISTANT OR INSTRUMENT NEEDED



CALL EITHER FOR A SPECIFIC, OR ANY AVAILABLE, ASSISTANT

Pre-designate #3 for Susan, #4 for Karen, or #5 for any available assistant.

CALL FOR AN INSTRUMENT

Pre-designate #3 for bring the intraoral camera cart, or #4 as I need more impression paper.

EMPHASIZE A MESSAGE



IMMEDIATE ASSISTANCE NEEDED

Press any **Call** button once for normal emphasis, twice for immediate assistance or three times to indicate a “code-blue” situation.

AN IMPATIENT PATIENT IS HERE

Pre-designate **8-Pt** to indicate that there’s an urgent patient need, a late or unhappy patient who needs immediate care.

REPLY TO A MESSAGE



I GOT YOUR MESSAGE

While your message is visible, simply press **CLEAR** to let the sender know the message was received and you’re on the way, or possibly withhold your reply to tell them you can’t come right this instant.

EIGHT, I’M RUNNING LATE

After clearing your message, press **CALL** button #7 to tell the sender you’ll be a few minutes, or #8 to indicate a lengthier delay.

HOW MANY PATIENTS ARE WAITING



YOU HAVE THREE PATIENTS WAITING

Pre-designate **3-Pt** to indicate the patient for provider #3 has arrived, or it could mean provider #3 is needed at the front to take the next patient back. Or, it could even mean that the doctor has **three** patients waiting to be seen.

PHONE CALL OPTIONS



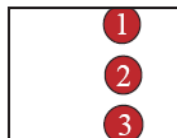
WHO’S CALLING?

No, you can’t say who’s calling just by pressing one button, but you can press the **Ph** button twice to indicate a priority phone call, or designate a code such as **8-Pt** to indicate a call from another physician, for example.

WHICH LINE ARE THEY ON?

Some practices don’t announce phone calls or only announce them if they’re urgent. If your office uses VisiCom only to announce phone calls for one doctor, **3-Ph** could be used to indicate a phone call for the doctor on line #3.

WHICH PATIENT TO SEE NEXT



WHICH PATIENT IS NEXT?

Your messages are listed in order and can be scanned quickly using the **NEXT** button. The ****** symbol indicates the beginning of the list.

SEAT THE NEXT PATIENT

Postpone pressing **CLEAR** until you want the next patient to be seated or designate a number. For example...#6 means I’m ready for the next patient to be seated.

WHICH EXAM ROOM?

Some practices use the **3-Pt** to indicate that an assistant is needed at the reception desk to show a patient to exam room number **three**.