Improve Call Flow Exercise: Scheduling a Patient [Solution]

*This is a possible solution for improving the "Scheduling a Patient" call flow.*

1. **Are they scheduling the appointment for themselves?** *Are you scheduling the appointment for yourself or for somebody else?*
	1. **For themselves**: **Is the patient experiencing COVID-19 Symptoms?** *Are you experiencing a fever, loss of taste, or a dry cough?*
		1. **YES:** Schedule telehealth appointment
		2. **NO:** Schedule a regular appointment
	2. **For somebody else: Is that individual experiencing COVID-19 Symptoms?** *Are they experiencing a fever, loss of taste, or a dry cough?*
		1. **YES:** Schedule telehealth appointment following protocol for scheduling patient on behalf of another.
		2. **NO:** Schedule a regular appointment following protocol for scheduling patient on behalf of another.

### Learn more

* [Learn about Zero Memorization Training](https://blog.screensteps.com/guide-to-zero-memorization-in-call-centers)
* [Schedule a free consultation or demo](https://www.screensteps.com/demo)