Ultimate Waiting Room Checklist

Created by PowerDiary.com

1. Has the doorknob been sanitized?
2. Is the window on the door streak-free?
3. Is the door clean?
4. Is your door decorated with welcome signage?
5. Are you playing soothing music?
6. Is there a pleasant smell upon entering?
7. Are the chairs arranged so all patients aren't facing the door?
8. Is the carpet clean?
9. Is the carpet presentable?
10. Does the carpet need to be replaced?
11. Is there enough background noise?
12. Is there a place to hang your coat?
13. Does the receptionist acknowledge your presence?
14. Is there clear signage pointing to the check-in area?
15. If forms need to be completed, are there nice pens available?
16. If forms are long, is a clipboard provided?
17. Is your cancellation policy posted and apparent?
18. If identification is required at check in, is that made clear?
19. Do you have an electronic sign with estimated wait time? (optional)
20. If a practitioner is running late, will the receptionist inform the patient?
21. Are the chairs clutter-free and open for seating?
22. Is the furniture clean and in good condition?
23. Are there clean copies of the latest industry magazines?
24. Are there a variety of other special interest magazines?
25. Is all reading material age appropriate?
26. Is it an accurate representation of your clientele?
27. Are your magazines current?
28. Do you have snacks and beverages?
29. Do your snacks have a long shelf life?
30. Are your snacks free of common allergens

31 Is there a water cooler or bottles of water nearby?

32 Do you have kid-friendly snacks?

33 Are tissues or napkins available?

34 Is a wastebasket nearby?

35 Do you have a wall mounted TV? (optional)

36 Does the TV feature a slide presentation about your practice? (optional)

37 How about a list of industry related fun facts or quick tips? (optional)

38 Is there a kid's play area?

39 Are the toys clean?

40 Is there shelving or a chest to keep the toys organized?

41 Are you promoting service upsells when applicable?

42 Do you offer info on how to stay connected?

43 Do you have a suggestion box?

44 Do you have inviting wall decor?

45 Is loitering under control?

46 Are office hours posted on the door (or somewhere nearby)?

47 Is the waiting room handicap accessible?

48 Have you found a third party to give their opinion?

49 Have you avoided posting condescending signage?

50 Are your updates staying within a reasonable budget?

51 Have you surveyed your staff for their feedback?

52 As a patient, would you feel comfortable here?

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