

Ultimate Waiting Room Checklist

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- 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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