# Practice Checklists

The following checklists are a guide for Practice Managers and may be edited to suit operational requirements and workflows.

## Daily checklist

Tasks performed by the end of each day.

### Office

**Check appointments have been billed** [Guide](https://help.zedmed.com.au/help/attendance-report)

1. Run Attendance report
2. Confirm all appointments have been billed

**Submit suppressed BB/DVA claims** [Guide](https://help.zedmed.com.au/help/suppressed-invoices)

1. In Claims tab, view Supressed claims
2. Select Transmit Claims

**Reconcile Claim payments** [Guide](https://help.zedmed.com.au/help/reconcile-payments)

1. Set filters in Payment’s tab and Reconcile Payments.
2. Check for and action rejections in Claims tab.

**Check daily Messages** [Guide](https://help.zedmed.com.au/help/managing-sms-messages)

1. Open Message Manager and check SMS messages
2. Review Status. Use filters to check Queued and Failed.

### Clinical

**Check Results Inbox** [Guide](https://help.zedmed.com.au/help/action-incoming-results)

1. Open Results Inbox
2. Check results are assigned to a patient and doctor.

### Banking

Depending on throughput and workflows the following can be conducted **daily, weekly or monthly**. End of business day or after last appointment is appropriate, regardless of the interval.

**Close the Session** (if in use) [Guide](https://help.zedmed.com.au/help/banking-batches-and-sessions#print-close-banking-session)

1. For each Banklist - balance Session and resolve any errors
2. Close the Session

**Closing the batch** [Guide](https://help.zedmed.com.au/help/banking-batches-and-sessions)

1. For each Banklist - balance Batch and resolve any errors
2. Close the Batch/banking

## Weekly checklist

### Office

**Check expiring referrals** [Guide](https://help.zedmed.com.au/help/referrals-expiring-report)

1. Run the referrals expiring report.
2. SMS patient to advise of expired referral.

**Check AIR**

1. Open AIR and review Claim Status (Pending and Errored)
2. Resolve transmission errors

### Clinical

**My Health Record Uploads** [Guide](https://help.zedmed.com.au/help/my-health-record#my-health-record-reporting)

1. Run the Tracking of My Health Record Uploads report
2. Review number of Event and Shared Health Summaries uploaded

## Monthly checklist

### Office

**Check MBS / Health Fund Fee Files**

1. Login to Client Portal to download Fee Schedules
2. Update fees in Practice Setup > Items

**Check SMS Credits**

1. In Utilities select SMS Tools
2. Log into Message Manager to top up

**Disable inactive Users** [Guide](https://help.zedmed.com.au/help/add-new-staff#disabling-an-account)

1. Review Zedmed Security Roles and Users
2. Set departed staff to Inactive

### Clinical

**Review Patients without Allergy information**

1. Run Report called Patients Missing Allergy Info Report
2. Provide information to practitioners

## Financial Reports checklist

Ensure Claims are transmitted and reconciled to produce correct financial reporting data.

1. **Debtors Report** – identify and action outstanding payments
2. **Unallocated Credit report** – part of the Debtors Report, review regularly and action the unallocated credits
3. **Transaction GST Report** – based on date action was performed in Zedmed (activity date)
* Provide daily or weekly to practitioners to show **Receipts**
* Run **Summary** weekly or monthly to view totals for the practice
* Use *Group By* and *Order By* filters to match invoices and payments based on service date
1. **Banking Reports**
* **Batch Report** – show payments grouped into Payment Type and useful for practitioners to compare with Tyro
* **Reconciliation Report** – summary totals for closed batches, ideal for viewing income for practice monthly, bi-annually or annually/financial year

## Discretionary tasks

**Unavailability Schedule** [Guide](https://help.zedmed.com.au/help/mark-a-period-as-unavailable)

* Record public holidays and planned practice closures
* Record planned leave for practitioners

## Daily checklist

**Monday**

Appointments billed [ ]

Claim payments reconciled [ ]

Supressed claims submitted [ ]

Banking closed [ ]

Results Inbox reviewed [ ]

Daily messages checked [ ]

**Tuesday**

Appointments billed [ ]

Claim payments reconciled [ ]

Supressed claims submitted [ ]

Banking closed [ ]

Results Inbox reviewed [ ]

Daily messages checked [ ]

**Wednesday**

Appointments billed [ ]

Claim payments reconciled [ ]

Supressed claims submitted [ ]

Banking closed [ ]

Results Inbox reviewed [ ]

Daily messages checked [ ]

**Thursday**

Appointments billed [ ]

Claim payments reconciled [ ]

Supressed claims submitted [ ]

Banking closed [ ]

Results Inbox reviewed [ ]

Daily messages checked [ ]

**Friday**

Appointments billed [ ]

Claim payments reconciled [ ]

Supressed claims submitted [ ]

Banking closed [ ]

Results Inbox reviewed [ ]

Daily messages checked [ ]

Expiring referrals checked [ ]