

# A9 Double-Book Check

*Purpose: list the conditions a slot must meet before a second client goes into it, and write the plan for the day both arrive.*

PRACTICE \_\_\_\_\_

DATE \_\_\_\_\_

| CHECK                         | THIS PRACTICE                                                    | WHERE IT CAME FROM   |
|-------------------------------|------------------------------------------------------------------|----------------------|
| Is the visit short?           |                                                                  |                      |
| Is the first booking flagged? |                                                                  | A2                   |
| Has it confirmed?             | If the first client confirmed, no second booking                 | A4                   |
| Who is the second client?     |                                                                  | A7                   |
| What if both arrive?          |                                                                  | The card at the desk |
| Who says yes?                 |                                                                  |                      |
| What gets counted             | Every doubled slot and how it ended, plus how long anyone waited | A10                  |

## The doubled slots:

| DATE | PROVIDER | SLOT | BOOKED CLIENT<br>initials | STANDBY CLIENT<br>initials | BOTH CAME / ONE / NEITHER | HOW LONG<br>ANYONE WAITED |
|------|----------|------|---------------------------|----------------------------|---------------------------|---------------------------|
|      |          |      |                           |                            |                           |                           |
|      |          |      |                           |                            |                           |                           |
|      |          |      |                           |                            |                           |                           |
|      |          |      |                           |                            |                           |                           |
|      |          |      |                           |                            |                           |                           |

Initials only: no full client names on this sheet.