DESK CHECKLIST

At the start of each business day

- [ ] Review unaccepted intakes, unread patient replies and overdue reviews.
- [ ] Have the clinical team reconcile outstanding lab results and follow-ups.
- [ ] Reconcile prescriptions awaiting pharmacy acceptance and shipments in exception status.
- [ ] Review refund requests, approaching dispute deadlines and failed payouts.
- [ ] Give the oldest unresolved case an owner and a patient update time.

From *Launching a Telemedicine Business* by David Goodrich. launchingtelehealth.com. General education, not legal, medical, tax, or financial advice.