

Progress Evaluation - CICA

Evaluation Area	Description	Score (1-5)
1. Office Flow Management	Effectively manages office flow and ensures patients are properly checked in	
2. Team Communication	Sends timely messages to team about flow changes and responds to DC messages	
3. Morning Reporting	Reports on Patient Visits/Pre-Scheduled numbers during morning huddle	
4. Communication Response	Checks and responds to voicemails, texts, and email appointments for the day	
5. Patient Greeting	Greet patients warmly and keeps them informed about their appointments	
6. Information Follow-up	Confirms patients received and accessed information sent via text or email	
7. Special Appointments	Manages paperwork for special appointments and alerts appropriate staff	
8. No-show Management	Sends no-show texts and makes follow-up phone calls	
9. Promotion Communication	Effectively promotes office programs through handouts, flyers and verbal communication	
10. Missed Visit Follow-up	Reschedules daily missed visits according to MUD procedure	
Total Score:	/50	

Comments and Development Plan:

Evaluator: _____ Date: _____

Employee: _____ Date: _____