Linden Row DENTAL

Booking and checking in patients

New receptionists at Linden Row Dental who use Linden Desk

Version	1.0
Date	6 Nov 2026
Owner	Linden Row Dental Team
Language	English · Original

This guide is for the front desk at Linden Row Dental. It covers the jobs you do all day in Linden Desk. Book a patient. Check them in. Change a booking. Call patients who have not replied.

2 chairs Dr Lim is in Chair 1. Sam, the hygienist, is in Chair 2.

Mon to Sat We are open 08:30 to 17:30. Lunch is 13:00 to 14:00 and no one is booked.

15-minute slots Linden Desk sets the length for you when you pick the treatment.

1. Start of the day

Linden Desk › **Diary**

Log in with your initials and your 4-digit PIN. Never write your PIN on the monitor. The Diary opens on today.

- [ ] Switch on the PC and the card machine, then log in
- [ ] Open the **Diary**. It shows today
- [ ] Open **Reminders** and call anyone who has not replied
- [ ] Check the two **Emergency slots**: 08:30 and 14:00 in Chair 1
- [ ] Check that the printer has paper

The Diary uses colours. Learn them first.

Diary colour	Means
White, blue edge	Booked
Green	Arrived and checked in
Teal	In the chair now
Grey	Finished
Stripes	Blocked or kept free

> Keep the Emergency slots free for pain calls until 10:00 and until 15:00. After that you can fill them.

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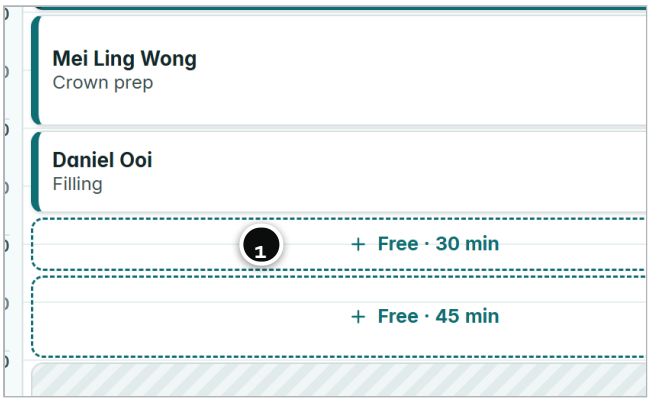
2. Book a patient

Diary › **Free slot** › New booking

A patient rings or walks up. The booking takes a few clicks.

2.1 Book a patient who has been before

1. Click the free slot in the right chair. The **New booking** panel opens.

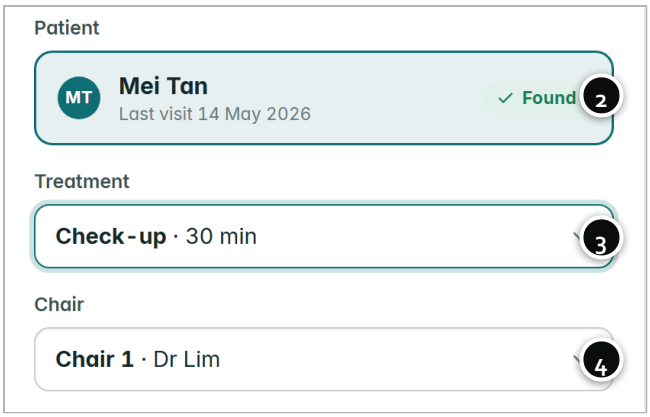


Click the free slot

2. Type the name or phone number in the search box. Click the patient when they show.

3. Pick the **Treatment**. Linden Desk sets the length.

4. Check the **Chair** and the time.



Patient, treatment and chair

5. Leave **Send confirmation SMS now** ticked. The patient gets a text at once.

6. Click **Save booking**.

! **A yellow warning, Already booked today, means the patient has another booking today. Ask them before you go on.**

2.2 Book a new patient

1. Click the free slot, then click **New patient** in the panel.

2. Fill in the name, the phone number and the date of birth.

3. Pick **New patient exam**. A first visit is always this one. Emergencies are the only exception.

4. Check the chair and the time, then click **Save booking**.

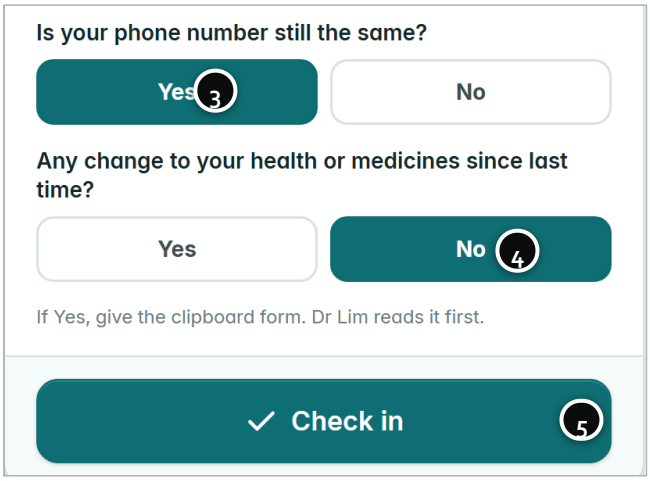
Read the date, the time and the doctor's name back to the patient. For example: "Monday 9 November, 11:45, with Dr Lim."

3. Check in a patient

Top bar › **Arrivals**

3.1 Check in

1. Click **Arrivals** in the top bar. You see today's list.
2. Find the patient's name. Click **Check in** next to it. A panel opens on the right.
3. Ask: "Is your phone number still the same?" Click **Yes** or **No**.
4. Ask: "Has your health or medicine changed since last time?" Click **Yes** or **No**.
5. Click **Check in** at the bottom of the panel.



Ask the two questions, then Check in

The patient's block turns green in the Diary. Dr Lim's screen shows the name.

If the answer to the health question is Yes, give the patient the clipboard form. Dr Lim reads it first. Never click No for them.

A patient more than 15 minutes late: ask Dr Lim before you check them in.

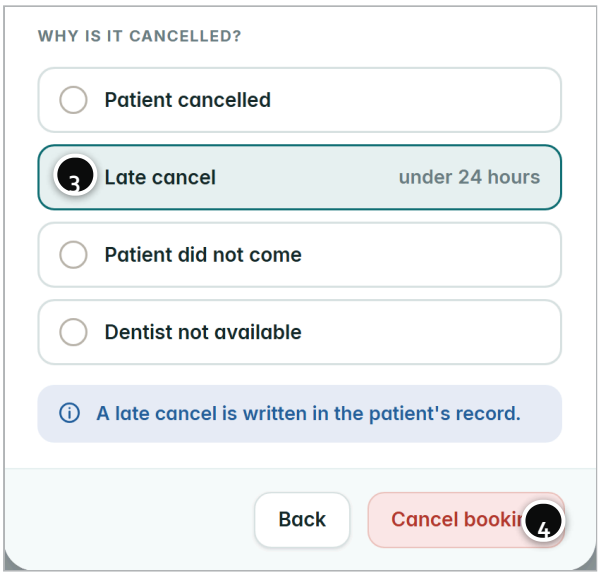
> No card and no ID at check-in. The patient pays at the end of the visit.

4. Change or cancel a booking

Diary › **Booking** › Move or Cancel

4.1 Cancel

1. Click the booking in the Diary.
2. Click **Cancel**.
3. Pick the reason from the list.
4. Click **Cancel booking** again to confirm.



Pick a reason, then confirm

Never delete a booking. Always cancel it and pick a reason. If the patient gives less than 24 hours notice, pick Late cancel. It is written in their record.

4.2 Move

1. Click the booking in the Diary.
2. Click **Move**.
3. Click the new free slot.

You cannot drag a booking. This is on purpose.

5. Reminders

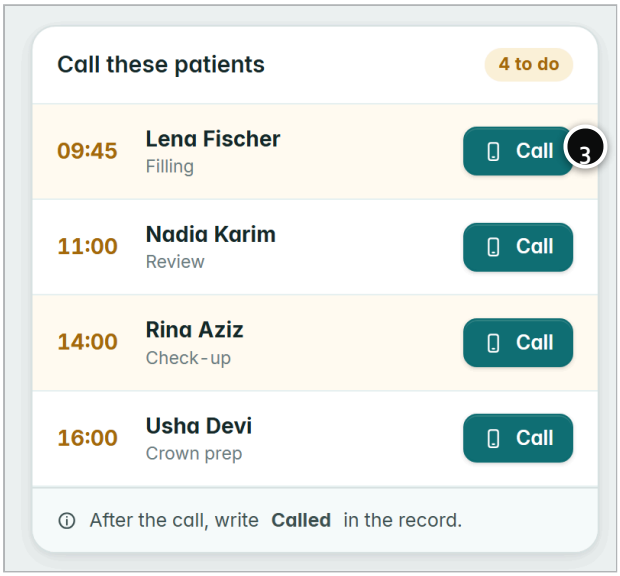
Top bar › **Reminders**

Linden Desk sends an SMS 2 days before the visit and again 2 hours before. Open **Reminders** to see who replied.

Reply	What it shows	What you do
YES	**Confirmed**	Nothing
CANCEL	The slot is free again	Nothing. You can fill the slot
No reply	Amber row	Call the patient

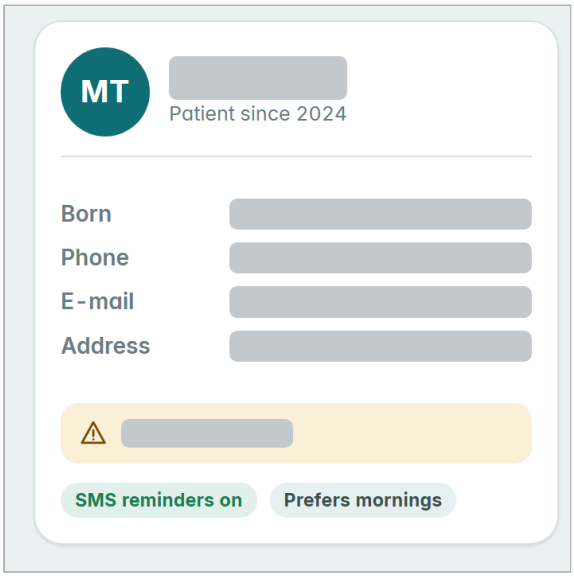
5.1 Call patients who have not replied

1. Open **Reminders**.
2. Find the amber **No reply** rows. They are also in the **Call these patients** box.
3. Click **Call** next to the name and ring the patient.



The Call these patients box

4. Write **Called** in the patient's record.



A patient record with the private details hidden

Call for today before 10:00. Call for tomorrow before 15:00.

6. Patient privacy

A patient's record holds a phone number, an e-mail, a date of birth and an address.

Do not photograph the screen. Do not read medical notes out loud at the desk. Other patients are waiting.

> In the record picture in section 5, the private details are grey bars. Use the same kind of picture when you train someone new.

7. Treatment times

Treatment	Time	Rule
New patient exam	45 min	First visit
Check-up	30 min	
Scale and polish	45 min	Chair 2 only
Filling	45 min	
Crown prep	60 min	Chair 1 only
Review	15 min	
Emergency	15 min	Kept free at 08:30 and 14:00

Change log

Version	Date	Change	By
1.0	2026-11-06	First version	Linden Row Dental Team