

## Staff Planning for Holiday and Vacation Coverage

Vacation shouldn't be painful for those left behind to manage the ongoing workload and daily activity. Planning for cyclical vacation periods can lessen the burden on your work team.

Consider the following:

- Do all affected staff members have their own HIPAA compliant passwords, with access to, and training on the computers, systems, software and files necessary to provide coverage for the person on vacation?
- Do all affected staff members know the location of equipment, keys, and emergency procedures/processes?
- Is your staff ready/trained to cover the front desk, answer phones, schedule appointments, register patients and process co pays?
- Do your medical assistants know the location of basic supplies routinely used during patient visits? Are there adequate supplies on hand to cover the vacation period?