



# Low Census Policy Template

Policy Name: Low Census Operations Protocol

Applies To: All clinical and administrative staff

Effective Date: [Insert Date]

Policy Owner: Practice Manager

## 1. Purpose:

To establish clear expectations and procedures when patient volume is significantly reduced, ensuring efficient use of staff time while maintaining operational readiness.

## 2. Definition of Low Census:

Low census is defined as a scheduled day where patient volume is forecasted to be fewer than:

- [Insert number] patients per provider, or
- [Insert number] infusions/procedures per nurse

## 3. Response Plan:

Tier 1: Productive Use of Downtime (No reduction in hours)

Staff will be assigned tasks from the approved Downtime Duty List.

## Tier 2: Shift Modifications

Management may offer options including:

- Delayed start
- Early dismissal
- Rotated short shifts

Notice will be provided by [Insert time/day] when possible.

## Tier 3: PTO Usage

Staff may be asked to use available PTO if hours are being reduced and workload is insufficient.

## Tier 4: Unpaid Time

Only after PTO is exhausted and with management approval. Use of unpaid time will not affect employee standing or benefits, but repeated occurrences may require schedule reassessment.

## 4. Communication:

Low census decisions will be communicated via [text/email/staff app] by [insert time]. Staff must acknowledge receipt of the change.



## **Downtime Duty List for Clinical & Admin Staff**



### **Clinical Staff (Nurses, MAs)**

- Audit infusion logs, vitals, and documentation
- Expiration date checks on meds/supplies
- Restock crash cart & supply rooms
- Deep clean exam rooms (walls, under chairs, keyboards)
- Update inventory sheets
- Prep new patient charts
- Assist with prior auth follow-ups
- In-house training module review



### **Admin/Front Desk**

- Confirm upcoming appointments
- Follow up on no-shows/cancellations
- Clean/organize front desk, waiting area
- Prep forms for the next week (consents, ABNs, insurance updates)
- Check eligibility for next week's patients
- Review and correct claim rejections
- File/scanning backlog
- Cross-train on backup duties