ClinicOps

FREE CHECKLIST

Front Desk End of Day Checklist

The 10-minute opening and the 20-minute close for a medical office front desk, with the cash sheet and a close log that proves it happened.

Print a set for every weekday. Page 1 is the opening, run by the first person in. Page 2 is the five-block close. Page 3 is the cash sheet, with a worked example. Page 4 is the two-week close log and your close score. Page 5 covers the nights that go wrong and who owns what.

40%
front office staff turnover in 2022, against 33% for clinical support staff
MGMA Practice Operations, Aug 2023

$126,000
median fraud loss in organizations with fewer than 100 employees; a typical case ran 12 months
ACFE Occupational Fraud 2026

17% vs 6%
of frauds involved skimming in small vs larger organizations
ACFE 2026, Figure 24

The opening: 10 minutes before the doors open

Date: _____ **Opened by:** _____

Opening float counted ($): _____ **Second initials:** _____

- [ ] **Last night's close is signed, timed and verified on the close log.**
  If not: tell the practice manager before opening and recount the drawer now.
- [ ] **Opening float counted and matches the standard amount.**
  Two initials. Any difference is logged and the drawer is held for the manager.
- [ ] **Phones taken back from the answering service; a test call rings at the desk.**
  If the forward is stuck, call the vendor and switch on the overflow route.
- [ ] **Overnight answering service log, voicemail and portal sorted, urgent first.**
  Urgent items go to the clinical lead at once, before the first patient.
- [ ] **Today's schedule matches last night's printout: no surprise overbooks or blocked slots.**
  Fix the template before patients arrive.
- [ ] **Workstations, card terminal and printers log in and work.**
  If the EHR is down, start the downtime plan and use last night's printout.
- [ ] **Yesterday's variances and carried items are on the huddle sheet with an owner.**
  Read them at the morning huddle, before 8:30.

The close: five blocks, every day

Start block 1 when the last patient checks in, not at closing time. Two people split it in about 20 minutes. Tick each line; a close nobody signed counts as not done.

Closed by: _____ **Verified by:** _____

Time finished: _____ **Variances logged (Y/N):** _____

BLOCK 1: MONEY

- [ ] **Drawer counted, opening float subtracted, cash matched to cash payments posted today.**
  Never make up a difference from petty cash or a pocket. Write the variance and the reason.
- [ ] **Card batch settlement matched to card payments posted.**
  Find an unposted or double-posted payment by time stamp.
- [ ] **Checks counted and matched to check payments posted; deposit sealed with two signatures and locked.**
- [ ] **Every refund and void today has a reason and a second person's initials.**
  Refunds and voids are where cash goes quiet.

BLOCK 2: VISITS

- [ ] **Every scheduled visit has a final status: checked out, no-show, canceled or rescheduled.**
  A visit left as scheduled skews every no-show report.
- [ ] **Every check-out log item is closed, or carried to tomorrow with an owner.**

BLOCK 3: TOMORROW

- [ ] **Tomorrow's schedule saved or printed.**
  It is your schedule if the system is down at 8 a.m.
- [ ] **Unconfirmed visits called or texted; open slots offered to the waitlist; new-patient forms sent.**

BLOCK 4: PHONES, PORTAL AND FAX

- [ ] **Voicemail cleared or assigned; portal messages routed; inbound fax queue emptied.**
- [ ] **Outbound fax confirmations checked; any wrong number reported to the privacy officer tonight.**
- [ ] **Main line forwarded to the answering service and tested from a cell phone.**

BLOCK 5: LOCKUP

- [ ] **Every workstation locked or logged off; printer and fax trays empty.**
  45 CFR 164.310(c): physical safeguards for every workstation.
- [ ] **Sign-in sheets and printed schedules shredded or locked; terminal and deposit in the safe; alarm set.**
  45 CFR 164.530(c): reasonable safeguards for paper too.

The cash reconciliation sheet

Fill one sheet per drawer per day. The worked example shows a normal night with two explained variances (illustrative, not a client). Keep the sheets with the deposit records.

Line	How to work it out	Worked example	Today
A. Opening float	Standard amount, counted at opening	$200	
B. Cash payments posted	From the day's payment report	$415	
C. Expected cash	A + B	$615	
D. Cash counted	Count twice, two people where possible	$595	
E. Cash variance	D minus C	minus $20	
F. Card batch settled	Terminal settlement report	$2,840	
G. Card payments posted	From the payment report	$2,880	
H. Card variance	F minus G	minus $40	
I. Checks counted	Number and total	3 checks, $260	
J. Check payments posted	From the payment report	$260	
K. Deposit	D minus A, plus I	$655	

Variance	Reason found	Fixed how	Initials
E: minus $20	Cash refund given at 2:10 p.m., not posted	Refund posted with manager's initials	KT / RM
H: minus $40	Card payment posted twice at 10:15 a.m.	Duplicate removed; batch now matches	KT

Deposit bag number: _____ Sealed by: _____

Verified by: _____ Taken to bank (date, by): _____

When the cash does not match

When this happens	Do this
The drawer is short	Recount with a second person, check refunds and voids, log the amount and reason. Tell the manager that night if it is [$20] or more (set your amount), unexplained, or the second this week. Never cover it.
The card batch did not settle	Do not re-run cards. Call the processor, note the reference, and reconcile tomorrow against both days.
The same closer is short three times in a month	The manager reviews that person's refunds, voids and closes; rotate the closer while it is reviewed.
A patient pays after the close	Receipt from the numbered book, cash in a sealed envelope in the safe, posted first thing at opening.

The two-week close log

One line per day, read by the manager every morning. The ten rows are a filled two-week sample: cross them out.

Date	Closer	Verifier	Done	Cash var.	Card var.	Carried	Signed
Mon 1	KT	RM	5:18	$0	$0	1	Y
Tue 2	KT	RM	5:22	minus $20	minus $40	2	Y
Wed 3	JS	none	5:31	$0	$0	0	Y
Thu 4	KT	RM	5:16	$0	$0	1	Y
Fri 5	JS	KT	5:25	plus $5	$0	0	Y
Mon 8	RM	KT	5:20	$0	$0	1	Y
Tue 9	KT	none	not done	not counted	not counted	?	N
Wed 10	KT	JS	5:19	$0	$0	1	Y
Thu 11	JS	RM	5:24	minus $20	$0	1	Y
Fri 12	RM	KT	5:15	$0	$0	0	Y

Your close score

Number	How to work it out	Sample	Yours
A. Days open	Count	10	
B. Days closed and signed	Count of Y	9	
C. Sign-off rate	B divided by A	90%	
D. Days with any variance	Count	3	
E. Unexplained variances	Variances with no reason written	0	
F. Items carried to the next day	Total	7	

Grade	Rule (ClinicOps thresholds)	What to do
Holding	Sign-off 100%, no unexplained variance	Keep rotating the closer; manager does a surprise count once a month.
Leaking	Sign-off 90% to 99%, or variances on more than 3 days in 10	Find the day or closer behind the misses; pair them with the verifier for two weeks.
Broken	Sign-off under 90%, any unexplained variance, or one closer short 3 times in a month	Manager reviews refunds, voids and the closes this week; nobody closes alone until fixed.

Cost of the control: about 83 staff hours a year (20 minutes x 250 days, our assumption). Only 41% of small organizations used management review, against 79% of larger ones (ACFE 2026).

When the rest of the close goes wrong

Owner rule: one closer and one verifier every day, rotated; in a 5 to 10 physician practice, one closer per pod and a monthly surprise count. Why each block exists: the full guide; where the carried items come from: the check-out checklist.

When this happens	Do this
A fax went to a wrong number	Log it and tell the privacy officer tonight: the breach clock may already be running.
The usual closer is out sick	The backup runs this checklist line by line and signs it. That is the whole point of writing it down.
The closer leaves early	The backup runs the whole checklist and signs it; a close nobody signed counts as not done.
The answering service forward fails	Switch the overflow route on, call the vendor, and note it for the opening check.

Sources

Checked against the original source on Nov 17 and 18, 2026. Confirm anything time-sensitive on the source page.

1. MGMA, Practice Operations data report (2023 DataDive, 2022 data) (Aug 2023). mgma.com/getkaiasset/ef6e357a-412b-41de-848f-a1b506b4261b/MGMA-PracticeOperations-Da

2. ACFE, Occupational Fraud 2026: A Report to the Nations (2,402 cases; Figures 24 and 30; size table p. 51) (2026). acfe.com/-/media/files/acfe/pdfs/rttn/2026/2026-report-to-the-nations.pdf

3. 45 CFR 164.310(b) and (c), workstation use and security; 164.312(a)(2)(iii), automatic logoff; 164.530(c), safeguards (eCFR, current). ecfr.gov/current/title-45/section-164.310

Where this checklist stops

The checklist makes the close repeatable. Here is what paper cannot do for you:

- **It cannot count the drawer: it only works if someone closes and someone else reads the log.**
- **It cannot spot a pattern across months unless the logs are kept and reviewed.**
- **It covers the front desk close, not the wider controls: who can refund, who can void, who reconciles the bank.**

Practice Controls: an SOP library a new hire can run on day one, a recurring task board, license and compliance calendars, and the cash controls that stop leakage.

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