<table>
<thead>
<tr>
<th>Output/Behavior</th>
<th>Critical Dimension/s</th>
<th>Indicator</th>
<th>Standard</th>
<th>Monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Greet all clients in a friendly way as they enter the door</td>
<td>Timeliness</td>
<td>• Greet clients within 2 minutes&lt;br&gt;• Greet clients with friendly voice, smile</td>
<td>• 100% of clients&lt;br&gt;• All questions answered&lt;br&gt;Client satisfaction</td>
<td></td>
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<tr>
<td>2 Check medical card for repeat clients</td>
<td>Accuracy</td>
<td>• Clients must have medical card</td>
<td>• 100% of clients&lt;br&gt;• All questions answered&lt;br&gt;Only clients with cards receive treatment</td>
<td></td>
</tr>
<tr>
<td>3 Ask new clients to complete card</td>
<td>Accuracy</td>
<td>• Clients must have medical card</td>
<td>• 100% of clients&lt;br&gt;• All questions answered&lt;br&gt;Only clients with cards receive treatment</td>
<td></td>
</tr>
<tr>
<td>4 Add clients to waiting list, notify nurse, log time</td>
<td>Timeliness</td>
<td>• Clients will be added to list upon completion of medical card</td>
<td>• 100% of clients&lt;br&gt;Log time and watch</td>
<td></td>
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<tr>
<td>5 Monitor client wait times — for wait times that exceed standard, notify nurse and communicate with client</td>
<td>Timeliness</td>
<td>• Clients will wait no more than 20 minutes for nurse</td>
<td>• 100% of clients&lt;br&gt;Check books and log at end of day</td>
<td></td>
</tr>
<tr>
<td>6 Collects money due before client departs</td>
<td>Accuracy</td>
<td>• Accurate transaction for each client, providing change when needed</td>
<td>• 100% of clients that pay for services or supplies&lt;br&gt;Check books and log at end of day</td>
<td></td>
</tr>
</tbody>
</table>