

McLaren Medical Group

## **PRIORITY LEVELS**

- 1) **Priority Level 1:** 15 - 30 min wait-time. Resolution: Verbal Intervention
  
- 2) **Priority Level 2:** 30 - 60 min wait-time. Resolution: Recovery Atonement \$5.00
  
- 3) **Priority Level 3:** Appointment cancellation within 3 hours of the scheduled appointment time. Resolution: Recovery atonement \$10.00 and an apology letter.
  
- 4) **Priority Level 4:** Dissatisfactory employee behavior. Resolution: A written response from the Director of Operations or President/CEO, addressing the action taken or to be taken.