

RECEPTION'S MANUAL

Telephones

- All calls should be answered in three rings or less
- The receptionist should identify the practice by name and give his or her first name.
- No caller should be put on hold without first being greeted properly and asked if the caller minds holding.
- Patients should not remain on hold for more than thirty seconds, except when the receptionist is on another call.
- Patients should not wait longer than two hours for a return call from the practice.
- There should be no complaints about lost or forgotten messages.
- There should be no more than two complaints per month about telephone procedures.

Scheduling

- No patient should wait more than seven days for an appointment.
- New patients should be seen within three days.
- There should be no more than two complaints per month scheduling procedures.

Patient Reception

- All patients should be greeted by name within thirty seconds of their arrival.
- The reception area and lobby should be kept clean and neat at all times.

Waiting Area

- No patient should wait more than fifteen minutes from his or her scheduled appointment time to see the physician.
- If there is a change in the schedule, patient's should be notified immediately upon arrival and given the option to reschedule or come back later that day.
- Continually update patients who choose to wait on the status of their appointment.
- There should be minimal patient complains about waiting time.

Patient Education

- The clinical staff should offer each patient a final opportunity to ask questions and escort each patient to the check out area.
- All patients should be given a practice brochure and business card.

Patient Complaints

- Patient complaints should be addressed immediately by the staff person to whom the complaint was made.
- If this person is unable to resolve the complaint, he or she should immediately contact the staff person who can resolve the problem.
- The office manager should call each patient who has a complaint on the next business day to make sure the issue was resolved to the patient's satisfaction.

Front Desk Policies And Procedures Manual

Glenys Bridges



Front Desk Policies And Procedures Manual:

Operating Policies and Procedures Manual for Medical Practices Elizabeth W. Woodcock,Bette A. Warn,2006 This popular bestseller is an easy to use manual complete with customizable medical office policies Covering more than 100 of todays most pressing events this manual helps practice administrators and managers set procedures and policies for managing operational financial and risk issues as well as personnel disaster planning and exposure control *Handbook of Loss Prevention and Crime Prevention* Lawrence J. Fennelly,2012-03-15 The Handbook of Loss Prevention and Crime Prevention 5e is a trusted resource for physical security professionals students and candidates for the coveted Certified Protection Professional CPP certification administered by ASIS International The U S government recently announced that employees will have to obtain CPP certification to advance in their careers Edited by the security practitioner and author Lawrence Fennelly this handbook gathers in a single volume the key information on each topic from eminent subject matter experts Taken together this material offers a range of approaches for defining security problems and tools for designing solutions in a world increasingly characterized by complexity and chaos The 5e adds cutting edge content and up to the minute practical examples of its application to problems from retail crime to disaster readiness Covers every important topic in the field including the latest on wireless security applications data analysis and visualization situational crime prevention and global security standards and compliance issues Required reading for the certification DHS selected for its infrastructure security professionals Each chapter is contributed by a top security professional with subject matter expertise *Best Practices in Policies and Procedures* Stephen Butler Page,Stephen Page,2002 Best practices book that focuses on the alignment of policies and procedures to the vision strategy plan and core processes of an organization This book focuses on finding actual content for your policies and procedures **The Professional Medical Assistant** Sharon Eagle,Cindi Brassington,Candace Dailey,Cheri Goretti,2009-04-08 This new textbook uses a multidisciplinary integrated approach to learning that truly reflects the real world in which MAs practice whether they re focused on the front or back office From beginning to end it offers comprehensive competency based coverage complemented by an emphasis on multiple learning styles to better meet the needs of your students Mastery of all the knowledge and skills that lead to CMA AAMA or RMA certification plus flexibility versatility teamwork and professionalism in the workplace are the hallmarks of a successful and rewarding career as a Medical Assistant *Principles of Management for the Hospitality Industry* Dana V. Tesone,2010 Principles of Management for the Hospitality Industry is designed specifically for hospitality students who need to be able to use management tools and techniques to become successful hospitality managers **Hospitality Reception and Front Office (Procedures and Systems)** Negi Jagmohan,2013 Section I Concepts Procedure Skills Techniques Section Ii Conversation Skills Some English French German And Hinidi Communicationalskills [Front Office Management for the Veterinary Team - E-Book](#) Heather Prendergast,2014-09-30 UPDATED Pet Health Insurance and Wellness Programs chapter

describes how pet insurance and wellness programs may integrated into a successful business UPDATED chapters include the most current information on team management human resources marketing inventory management and preparing and maintaining a budget UPDATED coverage of technology and procedures includes new computer screen shots new photos revised What Would You Do Not Do boxes addressing real life situations and a glossary helping you make a smooth transition into the workplace

Essentials of Aviation Management Julie F. Rodwell,2003 The Business of Medical Practice David E. Marcinko,Hope Rachel Hetico,2010-12-15 Praise for the previous edition This comprehensive multi authored text contains over 450 pages of highly specific and well documented information that will be interest to physicians in private practice academics and in medical management Chapters are readable concise yet complete and well developed I could have used a book like this in the past I will certainly refer to it frequently now 4 stars Carol EH Scott Conner MD PhD MBA American College of Physician Executives Does Health 2 0 enhance or detract from traditional medical care delivery and can private practice business models survive How does transparent business information and reimbursement data impact the modern competitive healthcare scene How are medical practices clinics and physicians evolving as a result of rapid health and non health related technology change Does transparent quality information affect the private practice ecosystem Answering these questions and more this newly updated and revised edition is an essential tool for doctors nurses and healthcare administrators management and business consultants accountants and medical dental business and healthcare administration graduate and doctoral students Written in plain language using nontechnical jargon the text presents a progressive discussion of management and operation strategies It incorporates prose news reports and regulatory and academic perspectives with Health 2 0 examples and blog and internet links as well as charts tables diagrams and Web site references resulting in an all encompassing resource It integrates various medical practice business disciplines from finance and economics to marketing to the strategic management sciences to improve patient outcomes and achieve best practices in the healthcare administration field With contributions by a world class team of expert authors the third edition covers brand new information including The impact of Web 2 0 technologies on the healthcare industry Internal office controls for preventing fraud and abuse Physician compensation with pay for performance trend analysis Healthcare marketing advertising CRM and public relations eMRs mobile IT systems medical devices and cloud computing and much more

Points for Profit Honora Lee Wolfe,Eric Strand,Marilyn Allen,2004 If you are starting a practice for the first time or your existing practice needs a kick start this is the book CD Rom package you need It covers everything you need to know about the business of practicing acupuncture and Chinese medicine Used by over 25 schools as a required text the companion CD Rom alone is worth the price advice and stories from real practitioners all over the U S and Canada scores of pages of downloadable forms letters work sheets and templates on the CD Rom so you don t have to invent them yourself a well organized easy to read compact and humor filled writing style condensed points to ponder at the end of each chapter

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Decisions and Orders of the National Labor Relations Board United States. National Labor Relations Board, 2008-04-20

This book delves into Front Desk Policies And Procedures Manual. Front Desk Policies And Procedures Manual is an essential topic that must be grasped by everyone, from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Front Desk Policies And Procedures Manual, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
 - Chapter 1: Introduction to Front Desk Policies And Procedures Manual
 - Chapter 2: Essential Elements of Front Desk Policies And Procedures Manual
 - Chapter 3: Front Desk Policies And Procedures Manual in Everyday Life
 - Chapter 4: Front Desk Policies And Procedures Manual in Specific Contexts
 - Chapter 5: Conclusion
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 3. In chapter 2, the author will delve into the foundational concepts of Front Desk Policies And Procedures Manual. The second chapter will elucidate the essential principles that need to be understood to grasp Front Desk Policies And Procedures Manual in its entirety.
 4. In chapter 3, this book will examine the practical applications of Front Desk Policies And Procedures Manual in daily life. This chapter will showcase real-world examples of how Front Desk Policies And Procedures Manual can be effectively utilized in everyday scenarios.
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