

## **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.

# Reception Manual Sample

**M. T. McClister, Amy Midgely**



## **Reception Manual Sample:**

**Biomedical Science Practice** Nessar Ahmed, 2022 The Fundamentals of Biomedical Science series has been written to reflect the challenges of practicing biomedical scientists today It draws together essential basic science with insights into laboratory practice to show how an understanding of the biology of disease is linked to analytical approaches that lead to diagnosis The series reviews the full range of disciplines to which a biomedical scientist may be exposed from microbiology to cytopathology to transfusion science The third edition of Biomedical Science Practice gives a comprehensive overview of key laboratory techniques and professional practical skills with which students will need to be familiar to be successful in a professional biomedical environment The text discusses a broad range of professional skills and concepts such as health and safety considerations personal development and communication and confidentiality The text also explores key experimental and analytical approaches which form the basis of the investigation and diagnosis of clinical conditions Each chapter is supported with engaging clinical case studies written to emphasize the link between theory and practice and a set of end of chapter questions which encourages students to test their knowledge and stretch their understanding The third edition is available for students and institutions to purchase in a variety of formats and is supported by online resources The e book offers a mobile experience and convenient access along with functionality tools navigation features and links that offer extra learning support [www.oxfordtextbooks.co.uk/ebooks](http://www.oxfordtextbooks.co.uk/ebooks) Online student resources supporting the book include Answers to case study and self check questions Multiple choice questions An interactive Digital Microscope encouraging the exploration of tissue samples Video podcasts including interviews with practicing biomedical scientists and in the lab footage showing biomedical science in practice Online lecturer resources supporting the book include Figures from the book available to download

**Blackwell's Five-Minute Veterinary Practice Management Consult** Lowell Ackerman, 2006-08-30 Blackwell's Five Minute Veterinary Practice Management Consult is a comprehensive one stop reference text on all things management related from understanding the marketplace in which veterinarians practice to appreciating hospital finances to the nuts and bolts of marketing services for a veterinary practice Topics are covered in a thorough but concise format and provide invaluable information for practice owners administrators associates and staff Key Features follows the popular Five Minute Veterinary Consult structured format consistency of presentation makes for easy information retrieval focus is on practical rather than theoretical solutions for veterinary practice issues Provides examples within relevant topics Sections include The veterinary marketplace Client relationship management Communications Financial management Cash management Human resources Marketing management Operations management Administrative management Practice safety Legal Issues Planning Decision making Facility management design and construction Plus appendices list of abbreviations glossary and more

*Biomedical Science Practice* Hedley Glencross, Nessar Ahmed, Qiuyu Wang, 2010-10-14 Case studies and other examples enrich the text firmly rooting it in the context of clinical and biomedical practice Book Jacket Law

Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office policies personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs Practical manual on tuberculosis laboratory strengthening World Health Organization, 2022-10-31 **Equine Veterinary Nursing Manual** Karen Coumbe, 2008-04-15 Endorsed by the British Equine Veterinary Association this book aims to cover the syllabus for the new RCVS equine veterinary nursing certificate It covers subjects such as medical and surgical equine nursing basic equine management and the theory underpinning these topics It also includes chapters on nutrition imaging and anatomy and physiology not previously well covered for the equine at a level appropriate for nurses The approach is practical and the book is laid out in a user friendly manner with copious illustrations **Pet-Specific Care for the Veterinary Team** Lowell Ackerman, 2021-06-02 A practical guide to identifying risks in veterinary patients and tailoring their care accordingly Pet specific care refers to a practice philosophy that seeks to proactively provide veterinary care to animals throughout their lives aiming to keep pets healthy and treat them effectively when disease occurs Pet Specific Care for the Veterinary Team offers a practical guide for putting the principles of pet specific care into action Using this approach the veterinary team will identify risks to an individual animal based on their particular circumstances and respond to these risks with a program of prevention early detection and treatment to improve health outcomes in pets and the satisfaction of their owners The book combines information on medicine and management presenting specific guidelines for appropriate medical interventions and material on how to improve the financial health of a veterinary practice in the process Comprehensive in scope and with expert contributors from around the world the book covers pet specific care prospects hereditary and non hereditary considerations customer service implications hospital and hospital team roles and practice management aspects of pet specific care It also reviews specific risk factors and explains how to use these factors to determine an action plan for veterinary care This important book Offers clinical guidance for accurately assessing risks for each patient Shows how to tailor veterinary care to address a patient s specific risk factors Emphasizes prevention early detection and treatment Improves treatment outcomes and provides solutions to keep pets healthy and well Written for veterinarians technicians and nurses managers and customer service representatives Pet Specific Care for the Veterinary Team offers a hands on guide to taking a veterinary practice to the next level of care **Molecular Diagnostic PCR Handbook** Gerrit J. Viljoen, Louis H. Nel, John R. Crowther, 2005-12-06 PREFACE The Joint FAO IAEA Division of Nuclear Techniques in Food and Agriculture is

involved in agricultural research and development and assists Member States of FAO and IAEA in improving strategies to ensure food security through the use of nuclear techniques and related biotechnologies where such techniques have a valuable and often unique role. In particular molecular diagnostic methods have rapidly evolved in the past twenty years since the advent of the Polymerase Chain Reaction (PCR). They are used in a wide range of agricultural areas such as improving soil and water management producing better crop varieties diagnosing plant and animal diseases controlling insect pests and improving food quality and safety. The uses of nucleic acid directed methods have increased significantly in the past five years and have made important contributions to disease control country programmes for improving national and international trade. These developments include the more routine use of PCR as a diagnostic tool in veterinary diagnostic laboratories. However there are many problems associated with the transfer and particularly the application of this technology. These include lack of consideration of the establishment of quality assured procedures the required set up of the laboratory and the proper training of staff. This can lead to a situation where results are not assured. This book gives a comprehensive account of the practical aspects of PCR and strong consideration is given to ensure its optimal use in a laboratory environment. This includes the setting up of a PCR laboratory Good Laboratory Practice and standardised of PCR protocols

**Journal of the Institution of Water Engineers and Scientists** Institution of Water Engineers and Scientists, 1980

**Handbook of Psychological Assessment** Gerald Goldstein, Michel Hersen, 2000-02-16 The field of psychological assessment has been undergoing rapid change. The second edition of this Handbook published in 1990 appeared at the beginning of a decade marked by extensive advances in assessment in essentially all of its specialized areas. There are many new tests new applications of established tests and new test systems. Major revisions have appeared of established tests notably the Wechsler intelligence scales. The time seemed right for a third edition since even over the relatively brief period of ten years many tests described in the second edition have been replaced and are no longer commonly used. Furthermore much new research in such areas as neuropsychology cognitive science and psychopathology have made major impacts on how many tests and other assessment procedures are used and interpreted. This third edition represents an effort to give the reader an overview of the many new developments in assessment while still maintaining material on basic psychometric concepts in order for it to continue to serve as a comprehensive handbook for the student and professional

Guidelines for the establishment and management of seed testing laboratories Food and Agriculture Organization of the United Nations ,International Seed Testing Association, 2023-06-19 This Joint ISTA and FAO Handbook provides comprehensive guidelines for the setting up and managing of seed testing laboratories including those that cater to small and medium scale seed enterprises and farmers cooperatives which operate in low input production systems. The adherence to the guidelines by seed testing laboratories results in the use of uniform procedures across the board thereby facilitating inter laboratory transferability of data. This harmonization enhances confidence in seed quality assurance mechanisms. The publication is an

update of a previous one that was also jointly published by both organizations in 1969 and revised in 1979 and 1983 Its utility is enhanced by a set of new up to date information that builds upon existing data The Handbook provides guidance on the range of seed testing equipment procedures and management systems that have become available in the several decades since the previous editions Seed testing is a critical component of the seed value chain and is essential for the production of quality seeds i e seeds that are alive can germinate and produce vigorous seedlings are healthy and come from lots that meet set thresholds for genetic and analytical purity The Handbook covers all aspects of seed testing from laboratory design and equipment selection to sample preparation testing methods and data analysis Importantly the publication also addresses the challenges of testing seeds in low input systems and provides guidance on how to adapt procedures to these settings Therefore it serves as a reference material and training resource for everyone involved in seed quality assurance procedures in particular the personnel of seed testing laboratories and regulatory agencies seed producers and farmers The updated publication represents a significant improvement over previous guidelines as it incorporates advances in technology and provides guidance on a broader range of testing procedures The guidelines are designed to be adaptable to different contexts and seed types and include recommendations for quality management systems proficiency testing and inter laboratory comparisons which are essential for ensuring the accuracy and reliability of seed testing results      Computer-Assisted Management and Control of Manufacturing Systems Spyros G. Tzafestas, 2012-12-06 Modern manufacturing systems involve many processes and operations that can be monitored and controlled at several levels of intelligence At the highest level there is a computer that supervises the various manufacturing functions whereas at the lowest level there are stand alone computer controlled systems of manufacturing processes and robotic cells Until recently computer aided manufacturing systems constituted isolated islands of automation each oriented to a particular application but present day systems offer integrated approaches to manufacturing and enterprise operations These modern systems known as computer integrated manufacturing CIM systems can easily meet the current performance and manufacturing competitiveness requirements under strong environmental changes CIM systems are much of a challenge and imply a systemic approach to the design and operation of a manufacturing enterprise Actually a CIM system must take into account in a unified way the following three views the user view the technology view and the enterprise view This means that CIM includes both the engineering and enterprise planning and control activities as well as the information flow activities across all the stages of the system      An Investigation of the Psycholinguistic Abilities of Negro and White Children from Four Socioeconomic Status Levels Bobby L. Stephenson, 1970      **Manuals Combined: U.S. Coast Guard Marine Safety Manual Volumes I, II and III** , Over 2 300 total pages Titles included Marine Safety Manual Volume I Administration And Management Marine Safety Manual Volume II Materiel Inspection Marine Safety Manual Volume III Marine Industry Personnel      *The Veterinary Receptionist's Handbook* M. T. McClister, Amy Midgely, 1995      *Electronics Maintenance Manual* United States. Coast Guard,      *Are You Looking for*

*an Administrative Job?* Catherine R. Cameron, 2013-01-04 CRAWFORDVILLE FLA After working in the business world for 43 years Catherine R Cameron has seen her fair share of resumes run across her desk Now she takes her wealth of experience and pens her new book *Are you looking for an administrative job From Resume to Job Ready* published by Trafford Publishing Cameron has created a how to book that helps get job hunters from the resume to job ready and be able to successfully function in a business environment There are books on how to prepare a resume questions and answers about different subjects not one that blends it all Cameron explains on the uniqueness of *Are you looking for an administrative job Are you looking for an administrative job* is especially helpful in support of administrative receptionists secretaries and administrative assistants *Are you looking for an administrative job From Resume to Job Ready* By Catherine R Cameron      **Applying Lean Six Sigma in Health Care** Thomas K. Ross, 2019-09-16 Written to address the growing demand for Lean Six Sigma expertise this text provides a step by step Define Measure Analyze Improve Control DMAIC process that describes how to use the tools appropriate for each phase and provide data where tools can be practiced by students *Applying Lean Six Sigma in Health Care* trains students on performance improvement techniques and current terminology so that they will be prepared to conduct Lean Six Sigma projects in large health care systems and support the physicians and nurses running these projects With a focus on application students learn and utilize the DMAIC process by applying it to an improvement project that is carried through the text      **International IT Regulations and Compliance** Siri H. Segalstad, 2008-11-20 Standards technologies and requirements for computer validation have changed dramatically in recent years and so have the interpretation of the standards and the understanding of the processes involved *International IT Regulations and Compliance* brings together current thinking on the implementation of standards and regulations in relation to IT for a wide variety of industries The book provides professionals in pharmaceutical and semiconductor industries with an updated overview of requirements for handling IT systems according to various Quality Standards and how to translate these requirements in the regulations      **Practice Made Perfect** Marsha L. Heinke, 2014-05-14

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