

## **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 Training Manual

**Arturo Cuomo**



## **Reception Training Manual:**

**Dental Reception Training Manual** Anita Jupp, Advanced Dental Education Institute, 2007      Receptionist Training Manual Chris Heagle, Robb Heagle, 2005      **United States Army Training Manual** United States. Adjutant-General's Office, 1926      **Training Manual** United States. War Dept, 1926      **Be the Effective Receptionist** Sandy Leong, Sahara Consultancy UK., 2010      *How to be a Hotel Receptionist* Matt Shiells-Jones, 2012-03-15 This book is designed for anyone who works front of house in a hotel from porters to managers and beyond and is an indispensable read that covers almost everything you could encounter from complaint handling and telephone call skills through to dealing with overbooking and room allocations Comprehensive yet easy to read and conversational in tone this book provides a great addition to any in house training It contains one of the most comprehensive sections on complaint handling both in writing and face to face along with guidelines on best practice sample scenarios and questions to make you think making this a fantastic read to help you get to grips with the reception and front of house role This book covers a vast array of matters and is suitable for both floor level staff and managers      Technical Manual United States. War Department, 1946      United States Army Training Manual U.S. Adjutant-general's office, 1926      **Front Office Management for the Veterinary Team E-Book** Heather Prendergast, 2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting      Shelter Systems Officer Training Course: Instructor guide, 1983      **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      **Milady's Salon Receptionist's Handbook** Judy Ventura, 1993 This one of a kind training manual will show students and professionals how to efficiently serve clients staff and management A must have resource this manual covers everything a professional receptionist needs to know to succeed in a career from procedures to techniques Just some of what you will learn includes How to function as a more professional level and achieve a more satisfying position How to run an appointment desk greet clients sell retail products and bookkeeping How to establish positive relationships with management and staff ALSO

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