

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 Procedures Manual

Rosina Ehmman



Reception Procedures Manual:

This book delves into Reception Procedures Manual. Reception Procedures Manual is a crucial topic that needs to be grasped by everyone, ranging from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Reception Procedures Manual, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
 - Chapter 1: Introduction to Reception Procedures Manual
 - Chapter 2: Essential Elements of Reception Procedures Manual
 - Chapter 3: Reception Procedures Manual in Everyday Life
 - Chapter 4: Reception Procedures Manual in Specific Contexts
 - Chapter 5: Conclusion
2. In chapter 1, the author will provide an overview of Reception Procedures Manual. The first chapter will explore what Reception Procedures Manual is, why Reception Procedures Manual is vital, and how to effectively learn about Reception Procedures Manual.
3. In chapter 2, this book will delve into the foundational concepts of Reception Procedures Manual. The second chapter will elucidate the essential principles that need to be understood to grasp Reception Procedures Manual in its entirety.
4. In chapter 3, the author will examine the practical applications of Reception Procedures Manual in daily life. The third chapter will showcase real-world examples of how Reception Procedures Manual can be effectively utilized in everyday scenarios.
5. In chapter 4, the author will scrutinize the relevance of Reception Procedures Manual in specific contexts. This chapter will explore how Reception Procedures Manual is applied in specialized fields, such as education, business, and technology.
6. In chapter 5, the author will draw a conclusion about Reception Procedures Manual. The final chapter will summarize the key points that have been discussed throughout the book.

This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Reception Procedures Manual.

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