

## **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.

# Receptionist Procedures Manual

**Paul R. Baker, Daniel J. Benny**



## **Receptionist Procedures Manual:**

**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 [Medical Receptionists and Secretaries Handbook](#)

**Medical Receptionists and Secretaries Handbook** Mari Robbins, 2017-11-22 This best selling classic has now been fully revised expanded and updated It has established itself over ten years and with three previous editions as the essential handbook for study and daily reference Medical Receptionists and Secretaries Handbook Fourth Edition contains vital information for all staff enabling them to work efficiently and effectively both within the NHS and private medical sectors It encourages an understanding of the importance of administrative staff in providing high standards of patient care and promotes teamwork throughout the whole healthcare environment No medical receptionist secretary or healthcare administrator should be without it

**Dental Receptionist Procedure Manual** George J. Slagon, 1972 *Office Procedures Manual* Jeannie Homan, 1994 **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 **OSHA**

**Compliance Management** Elsie Tai, 2000-12-21 Designed specifically for the needs preferences and styles distinct to long term care this OSHA Compliance Management A Guide for Long Term Health Care Facilities serves as an excellent working reference It focuses on priorities and provides you with the background and tools vital to achieving OSHA compliance and inspection preparedness In this user friendly practical hands on manual you get Inspection preparedness briefing materials that provide you with last minute advice and activities Real life scenarios offering hands on practical advice and directions to

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*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

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

**The Architect's Handbook of Professional Practice** Joseph A. Demkin, American Institute of Architects, 2008-03-24 This updated resource covers all aspects of architectural practice featuring new material of sustainable design managing multiple offices lifelong learning mentoring and team building revised content on programming project management construction contract administration risk management and ethics and coverage of small firm considerations as well as emerging issues such as integrated practice and integrated project delivery Jacket

**AAEVT's Equine Manual for Veterinary Technicians** Sally DeNotta, Martha Mallicote, Sheri Miller, Deborah Reeder, 2022-11-08 AAEVT's Equine Manual for Veterinary Technicians Practical handbook on all aspects of veterinary care in horses relevant to veterinary technicians AAEVT's Equine Manual for Veterinary Technicians Second Edition offers a compendium of information on the care and treatment of horses for equine veterinary technicians building on the basics of equine care to provide a complete reference for equine nursing skills training and technical information The text is specifically geared toward those who already have basic equine knowledge and training and are looking to build upon their foundations Comprehensive yet accessible the new edition updates all medical procedural pharmaceutical equipment staffing and office management information Images also appear in full color throughout the book for the first time Chapters cover a variety of topics ranging from general horse management and nutrition to diagnostics and medical emergencies Charts tables and images support the text to aid in reader comprehension Sample topics covered in AAEVT's Equine Manual for Veterinary Technicians include General horse management equine nutrition applied anatomy and physiology equine reproduction and equine wellness programs Foal care equine pharmacology laboratory diagnosis in equine practice equine anesthesia surgical assistance and nursing care Technical procedures diagnostic procedures common equine medical emergencies equine physical rehabilitation equine behavior and equine office procedures An overall explanation of procedures and medical information regarding the care of horses in a clinic or ambulatory practice Highly accessible and easy to use AAEVT's Equine Manual for Veterinary Technicians Second Edition is an invaluable reference for qualified equine veterinary technicians and assistants particularly those earning their equine certification as well as vet tech students and equine practices

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**The Complete Guide to Physical Security** Paul R. Baker, Daniel J. Benny, 2016-04-19 Creating a sound security plan involves understanding not only security requirements but

also the dynamics of the marketplace employee issues and management goals Emphasizing the marriage of technology and physical hardware this volume covers intrusion detection access control and video surveillance systems including networked video It addresses the reasoning behind installations how to work with contractors and how to develop a central station for monitoring It also discusses government regulations Case examples demonstrate the alignment of security program management techniques with not only the core physical security elements and technologies but also operational security practices

Law Office Policy & Procedures Manual Robert C. Wert, Howard I. Hatoff, 2000 A manual for the law office this volume can serve as a reference for staff or as a training tool for new employees and associates It covers departments and committees organization and administration support personnel file systems office security and more The disk contains all the text

**Manual of Policies and Procedures** California. Department of Social Welfare, 1965

Manual of Policies and Procedures; Food Stamp Program California. Department of Social Welfare, 1965

*The Veterinary Receptionist's Handbook* M. T. McClister, 2000

A Guide to Training [for Operations Division, Rent Department.] United States Price Administration Office, 1946

**Standard Operating Procedures for Primary Care Physicians** Robyn Freeman, Leila Chambers, 1997

*Practice Management for Dental Hygienists* Esther K. Andrews, 2007 This textbook prepares dental hygiene students and dental hygienists to handle the business and operational aspects of the dental office The book teaches students how a dental office functions from an operational standpoint and how dental hygienists as licensed professionals fit into that operation Major sections cover basics of dentistry and dental law office management applied communications and employability skills To accommodate a two credit course the text is concise and focuses on exercise based learning Each chapter includes workbook exercises study questions critical thinking activities case studies and RDH board practice questions as well as selected references Websites and student activities

Dental Reception and Practice Management Glenys Bridges, 2008-04-15 Dental Reception and Practice Management is the dental office administrator's essential companion to all aspects of reception work and practice management duties The book covers vital interpersonal skills and the important aspects of business management and marketing relevant to dentistry In addition it explains the development of dental care and the range of available treatments enhancing the reader's understanding and awareness of the necessary clinical aspects of dentistry Dental reception and Practice Management covers a range of key skills and knowledge within three sections Overview of Dental Care Administration Front of House Skills and Planning and Managing Dental Services bringing together practical guidance on business management and reception skills with accessible and relevant information on the dental professions

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