

OFFICE PROCEDURES MANUAL



LAWYERS
MUTUAL

LIABILITY INSURANCE
COMPANY OF
NORTH CAROLINA

RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

AN OFFICE POLICIES AND PROCEDURES MANUAL IS COMPOSED OF TWO DISTINCT SECTIONS.

- 1** The **OFFICE POLICIES SECTION** refers to rules and regulations, like employment, behavior, and inclement weather procedures.

- 2** The **OFFICE PROCEDURES SECTION** documents administrative functions like file management, conflicts of interest checking, managing the trust account, calendaring, and routine activities like opening mail and answering the phone.

THE MANUAL

WRITING THE MANUAL

1. Use simple language. Sentences 20 words or less.
2. Have a detailed structure — outline format.
3. Use a positive tone.
4. Compile information before you begin to write the manual.
5. Avoid specific actions and instead focus on standard document preparation.
6. Organize information into categories to give the manual structure.
7. Create a production schedule.
8. Edit for consistency.
9. Establish a review.

STANDARD FORMATS

Policies and standards on the following:

- **Typography.**
- **Letters and Memos.** Including fax cover sheets.
- **Pleadings.** Include format rules dictated by the courts.
- **Other Documents.** This might include email formatting, forms, office signatures.

OFFICE STRUCTURE

- **Introduction.** Include firm's mission.
- **Building Layout and Access.** Maps of the building and office layout access to the office outside of business hours.
- **Job Descriptions.** Identify responsibility for jobs and tasks.
- **Supplies and equipment.** Location of supplies and equipment, and maintenance procedures.

OFFICE PROCEDURES

Detailed instructions on:

- Security
- Emergency or Disaster
- Representing Firm
- Representing Clients
- Communications
- Filing System
- Docket Control System
- Finances

PERSONNEL POLICIES

- **General Policies.** Include federal and state regulations.
- **Employment.** Classification, personnel files, disciplinary/termination terms.
- **Conduct.** Include online behavior and use of office equipment and supplies.
- **Hours of Work.** Describe any telecommuting or alternate schedules.
- **Benefits.**
- **Holidays and Paid Leave.**

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Sample Of Office Policy And Procedures Manual

Alexandra Patricia Adams



Sample Of Office Policy And 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 **Dental Office Administration** Geraldine S Irlbacher, Guy S. Girtel, 2020-03-18 Dental Office Administration is a comprehensive resource that details the responsibilities of the dental office professional providing practical communication techniques and tips for problem solving It also provides the necessary clinical background information every dental office professional needs for a successful practice Hands on activities within the text require students to practice common tasks such as dental charting writing a memo or conducting a mock telephone call with another student A free bonus DVD ROM for Windows includes practice management software called DENTRIXG4 practice management to give students real world experience managing patient data and filing electronic claims A companion Website includes the full text and a quiz bank **Administrative Procedures Manual** United States. National Archives and Records Administration, 1985 **Study Guide for Kinn's The Administrative Medical Assistant - E-Book** Alexandra Patricia Adams, 2010-10-18 Get more practice with medical assisting competencies and test your critical thinking skills Designed to support Kinn's The Administrative Medical Assistant An Applied Learning Approach 7th Edition by Alexandra P Young Adams this study guide offers a complete review of content and a wide range of exercises to help you master CAAHEP and ABHES competencies A variety of exercises test your knowledge and critical thinking skills including vocabulary review multiple choice fill in the blank and true false questions The most current content and competencies associated with CAAHEP and ABHES are included such as emergency preparedness patient education and documentation Procedure checklists allow you to tear out each sheet and provide to your instructor for evaluation Exercises are cross referenced to the Connections themes in your textbook Additional exercises enhance the learning experience with skills and concepts word puzzles case studies work applications and Internet activities English Spanish terms help bilingual students master the content Work products may be submitted to your instructor and to accrediting organizations as documentation that a competency has been completed Expanded coverage of the Electronic Medical Record includes Practice Partner EMR activities for extra practice with this key competency A companion Evolve website includes A P exercises with medical animations *The Credentialing Handbook* Sheryl Deutsch, Sheryl K. Deutsch, Christine S. Mobley, 1999 The Credentialing Handbook provides comprehensive plain English guidance to understand and master the provider credentialing process in

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Federal Register ,1988

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commonly performed gynecologic procedures performed in the office setting Colposcopy Cryosurgery LEEP sterilization D and C and Urogynecologic procedures are all covered along with articles on surgically implanted contraceptives and surgical abortion

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