

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.

Office Reception Manual

Francis Edward Clark



Office Reception Manual:

Official Gazette of the United States Patent and Trademark Office United States. Patent and Trademark Office,1999

The Receptionist Handbook Lisa Harmon,2010-01-22 This no nonsense guide to being a receptionist is just the handbook corporate America has been waiting for Every front desk employee should be required to read this delightful quirky little book The illustrations keep it rolling and the text is as insightful as it is humorous It covers topics on clothing and image core reception skills and more With tips on how to get organized and examples of just what to say in every situation this is a must have for any receptionist who has ever felt upstaged by the rest of the office A Complete Manual of Canon Law Oswald

Joseph Reichel,1896 **Congressional Handbook** ,1989 Front Office P. Abbott,S. Lewry,2010-02-17 Designed for all students of hospitality and tourism management the second edition of this best selling text gives a modern approach to front office operations and management using realistic scenarios set in the hotel environment Key features of this essential text user friendly style of writing and accessible page layout enables students to use it as a reference book as well as a textbook updated in the light of recent developments such as global distribution systems and the internet greater focus on increasing yield and expansion of vital management aspects such as staffing and equipment additional extended practical exercise material Front Office reflects the importance of different features of the receptionist s work and is divided into four main sections Procedural aspects Dealing with people Increasing yield Management aspects Front Office is ideal for GNVQ BTEC students those taking the professional exams of the HCIMA and for undergraduates and postgraduates studying hospitality and tourism management and all relevant executive courses The Handbook of the Telegraph. Being a manual of telegraphy, telegraph clerks' remembrancer and guide to candidates for employment in the telegraph service, etc R. BOND (of London.),1870 **Metric Handbook** Pamela Buxton,2015-03-05 Significantly updated in reference to the latest

construction standards and evolving building types Many chapters revised including housing transport offices libraries and hotels New chapter on flood aware design Sustainable design integrated into chapters throughout Over 100 000 copies sold to successive generations of architects and designers this book belongs in every design studio and architecture school library The Metric Handbook is the major handbook of planning and design information for architects and architecture students Covering basic design data for all the major building types it is the ideal starting point for any project For each building type the book gives the basic design requirements and all the principal dimensional data and succinct guidance on how to use the information and what regulations the designer needs to be aware of As well as building types the Metric Handbook deals with broader aspects of design such as materials acoustics and lighting and general design data on human dimensions and space requirements The Metric Handbook provides an invaluable resource for solving everyday design and planning problems **California Law Office Handbook** State Bar of California. Committee on Continuing Education of the Bar,1962

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

Monthly Catalog of United States Government Publications United States. Superintendent of Documents,1992 Manuals ... British Red Cross Society,1913

Insurance Handbook for the Medical Office Marilyn Fordney,2013-01-01 A complete guide to insurance billing and coding Insurance Handbook for the Medical Office 13th Edition covers all the plans that are most commonly encountered in clinics and physicians offices Its emphasis on the role of the medical insurance specialist includes areas such as diagnostic coding procedural coding Medicare HIPAA and bill collection strategies Learning to fill in the claim form accurately is made easier by the use of icons for different types of payers lists of key abbreviations and numerous practice exercises This edition provides the latest on hot topics such as ICD 10 healthcare reform the new CMS 1500 form and electronic claims Trusted for more than 30 years this proven reference from Marilyn Fordney prepares you to succeed as a medical insurance professional in any outpatient setting Emphasis on the business of running a medical office highlights the importance of the medical insurance specialist in filing clean claims solving problems and collecting overdue payments Key terms and key abbreviations are defined and emphasized reinforcing your understanding of new concepts and terminology Detailed tables boxes and illustrations call out key points and main ideas Unique Color coded icons clarify information rules and regulations for different payers An Evolve companion website enhances learning with performance checklists self assessment quizzes and the Student Software Challenge featuring cases for different payer types and an interactive CMS 1500 form to fill in A workbook contains learning tips practice exercises for key terms and abbreviations review questions study outlines performance objectives a chapter with practice tests and critical thinking activities for hands on experience with real world cases Available separately Updated coverage of key health insurance topics includes HIPAA compliance the HITECH Act health reform of 2010 electronic health records electronic claims ICD 10 NUCC standards Physician Quality Reporting System PQRS Incentive Program Meaningful Use and CPT 2013 Updated ICD 10 coding information prepares you for the October 2014 ICD 10 implementation date Updated content on claim forms includes block by block explanations and examples for the new CMS 1500 Claim Form Updated guidelines for the filing and submission of electronic claims include sample screenshots and prepare you for the future of the medical office

Resources in Education ,1979 Serves as an index to Eric reports microform *The Christian Endeavor Manual* Francis Edward Clark,1903

Optometric Practice Management Irving Bennett, OD, FAAO,2002-09-27 While the business aspect of an optometrist s practice may come second to patient care optometrists today are faced with greater competition for new patients and income This updated guide shows readers how to work smarter through effective practice management to offset

reduced earnings due to fixed reimbursements of managed care and competition from 1 800 contact lens companies and chains selling discount frames and lenses Drawing on over 40 years of experience the author presents practical strategies for addressing the problems of day to day practice and explains how to develop business and marketing plans without detracting from the optometrist s professional image This edition features an increased focus on how to work with partners including how to exit gracefully from a partnership how to start a part time practice and how to be creative in practice Authored by an expert in the field of practice management and optometry for the most effective realistic advice and guidance Concise readable text synthesizes the author s 40 plus years of expertise in optometric practice Necessary business and marketing skills are presented in a way that is compatible the optometrist s professional image Tips and tools are provided on how to approach the client as both a consumer and a patient Helpful information for students or optometrists who own or are planning to own their own practice Completely re written and updated 4 new chapters cover topics such as practice locations part time practicing managed care management of un met vision needs and the office of the future An increased focus on how to work with partners including how to exit gracefully from a partnership A discussion of how to start a part time practice addresses real world considerations and practical strategies Hot new topics such as co management of patients gender and ethnicity senior patient concerns and discounting

Blackwell's Five-Minute Veterinary Practice

Management Consult Lowell Ackerman, 2013-08-29 Blackwell s Five Minute Veterinary Practice Management Consult Second Edition has been extensively updated and expanded with 55 new topics covering subjects such as online technologies hospice care mobile practices compassion fatigue practice profitability and more Carefully formatted using the popular Five Minute Veterinary Consult style the book offers fast access to authoritative information on all aspects of practice management This Second Edition is an essential tool for running a practice increasing revenue and managing staff in today s veterinary practice Addressing topics ranging from client communication and management to legal issues financial management and human resources the book is an invaluable resource for business management advice applicable to veterinary practice Sample forms and further resources are now available on a companion website Veterinarians and practice managers alike will find this book a comprehensive yet user friendly guide for success in today s challenging business environment

Monthly Catalogue, United States Public Documents ,1990-03

Insurance Handbook for the Medical Office - E-Book Marilyn Fordney, 2014-08-27 A complete guide to insurance billing and coding Insurance Handbook for the Medical Office 13th Edition covers all the plans that are most commonly encountered in clinics and physicians offices Its emphasis on the role of the medical insurance specialist includes areas such as diagnostic coding procedural coding Medicare HIPAA and bill collection strategies Learning to fill in the claim form accurately is made easier by the use of icons for different types of payers lists of key abbreviations and numerous practice exercises This edition provides the latest on hot topics such as ICD 10 healthcare reform the new CMS 1500 form and electronic claims Trusted for

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Practice Management for the Dental Team - E-Book Betty Ladley Finkbeiner, Charles Allan Finkbeiner, 2015-01-29 NEW and UPDATED Electronic health record EHR content addresses the changes in technology related to the paperless dental office telecommunications appointment management and financial systems to help you become compliant with EHR federal mandates NEW Practice quizzes for each chapter on the Evolve website help you test comprehension and prepare for classroom and board exams NEW Artwork focuses on new equipment and technology specifically the paperless dental office

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