

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 Receptionist Training Manual

LP Steffe



Office Receptionist Training Manual:

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

Resources in Education, 1993 *Office Management Manual for Legal Aid Societies* Junius L. Allison, 1953 *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

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

The Architect's Handbook of Professional Practice American Institute of Architects, 2011-09-26 Architects must be proficient in a variety of business practices to contribute to manage or launch a successful firm They are responsible for the same kind of legal financial marketing management and administrative activities as any other professional Within these broad categories however there are many details including professional standards and documents that are unique to the profession of architecture

Information Communication Occupations; a Suggested Curriculum Guide United States. Office of Education, 1970 Regulation of Income Tax Return Preparers United States. Congress. House. Committee on Government Operations. Legal and Monetary Affairs Subcommittee, 1972

Office-Based Surgery in Otolaryngology Andrew Blitzer, 1998 Otolaryngologists are

working harder than ever to reduce costs increase efficiency and lessen their reliance on hospital based surgery This book with contributions from more than 60 leading experts is the guide they need to keep up with this important trend A comprehensive one source reference the guide begins with detailed information on office set up and management reimbursement credentialing and legal issues It then provides step by step fully illustrated coverage of more than 50 different office based procedures Highlights include Complete how to instruction in the most important new procedures in otology laryngology rhinology oral surgery and head and neck surgery Detailed coverage of endoscopic and laser based techniques Special section on office procedures in cosmetic and facial plastic surgery including otoplasty rhinoplasty face lift and hair transplantation Practical information on managing the office and handling credentialing insurance and reimbursement

The Physician's Survival Guide to the Business of Medicine Robert W. Katz,1994 A guidebook addressing the three major financial centers in every physician s life the medical practice the pension plan and personal finances Listing cases and examples the author addresses these three interrelated financial centers in a two phase process how to conduct practice management review and then how to use this process to establish an ongoing system for successful total financial management

The Family Practitioner's Survival Guide to the Business of Medicine Robert W. Katz,1998 This guidebook addresses the three major financial centers in every physician s life the medical practice the pension plan and personal finances Listing cases and examples the author addresses these three interrelated financial centers in a two phase process how to conduct practice management review and then how to use this process to establish an ongoing system for successful total financial management Plus the second edition has new material on capitation integrated delivery systems mergers acquisitions and practice valuation pensions and dealing with managed care companies

U.S. Navy Occupational Handbook for Women United States. Bureau of Naval Personnel,1953

A Training Manual for the Dental Chair Assistant Loren Harlan Schwarzrock,1959

Schedule and Catalog of Training Courses United States. Office of Personnel Management. Denver Regional Training Center,1985

Resources in Vocational Education ,1979

101 Veterinary Practice Management Questions Answered Amanda L. Donnelly,2010

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 **Franchise Opportunities Handbook** ,1991 This is a directory of companies that grant franchises with detailed information for each listed franchise

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