

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 Staff Training Manual Examples

Heather Prendergast



Reception Staff Training Manual Examples:

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 [Managing Money, Measurement and Marketing in the Allied Health Professions](#) Robert Jones, Fiona Jenkins, 2018-04-19 High quality Allied Health delivery through a motivated committed and expert workforce depends on strong management and leadership To provide this Allied Health Profession managers need solid evidence based business skills just as much as clinical knowledge and ability This book focuses on the key management areas of money measurement and marketing as applied to the Allied Health Professions Bringing together nationally and internationally acknowledged and recognised experts from around the world it explains the finances of healthcare particularly in a cash strapped environment information and information management and the marketing of services in the broadest sense based on a robust foundation of business planning and business case development project management service level agreements and specification Report writing and presentation skills are also covered along with editors quality and leadership evaluation framework the Management Quality Matrix The information background and practical techniques covered in this book will make it a thought provoking and indispensable resource both for managers and leaders of Allied Health Professionals and for those training future managers and leaders [Key Tools and Techniques in Management and Leadership of the Allied Health Professions](#) Robert Jones, Fiona Jenkins, 2021-04-05 The Allied Health Professions Essential Guides series is unique in providing advice on management leadership and development for those in the Allied Health Professions AHP This highly practical volume offers a wide range of assessment tools and techniques in such critical areas as management quality organisational and management structure benchmarking capacity and demand management care pathway design activity analysis report writing and presentation skills The layout is conducive to easy comprehension tables figures and boxed text aid quick reference and everyday application and many of the resources are also provided on a complimentary CD With contributions from internationally renowned professionals Key tools and techniques in management and leadership of the allied health professions provides tools that will be vital to all allied health

professionals interested in providing timely efficient and cost effective care for their patients These will include AHP managers and aspiring managers senior clinicians extended scope practitioners clinical specialists AHP educators researchers staff and students The NHS is facing the greatest period of challenge in its history The key to success is leadership Allied Health Professionals will be a central part of this leadership response In this work Robert and Fiona continue their series supporting Allied Health Professionals in that leadership journey It is an important contribution to this critical effort From the Foreword by Jim Easton

How the Army Runs: A Senior Leader Reference Handbook, 2011-2012 U.S. Army War College,2013-05-20 The U S Army War College USAWC is proud to present the 28th Edition of How the Army Runs A Senior Leader Reference Handbook 2011 2012 Publication of this text at this time when the Army has been at war for almost a decade has almost completed restructuring of its operating force and is addressing the structure of the generating force as well as completing formidable base closure and restationing actions gives credence to the enduring truth that in order to be successful the Army must sustain and improve itself while it is fully committed to the Nation s bidding The systems and processes documented and explained in this work are designed to do just that This text was prepared under the direction of the faculty of the Department of Command Leadership and Management It is intended to be used in an academic environment during the study of the systems and processes used to develop and sustain trained and ready combat forces to be used by the Combatant Commanders

Facilities Manager's Desk Reference Jane M. Wiggins,2020-12-14 A practical guide to the principle services of facilities management revised and updated The updated third edition of Facilities Manager s Desk Reference is an invaluable resource covering all the principal facility management FM services The author a noted facilities management expert provides the information needed to ensure compliance to current laws to deliver opportunities to adopt new ways of using built environments and to identify creative ways to reduce operational occupancy costs while maintaining appropriate and productive working environment standards The third edition is fully updated and written in an approachable and concise format It is comprehensive in scope the author covering both hard and soft facilities management issues Since the first edition was published it has become a first point of reference for busy facilities managers saving them time by providing access to the information needed to ensure the safe effective and efficient running of any facilities function This important book Has been fully updated reviewing the essential data covering the principal FM services Is highly practical ideal for the busy FM practitioner Presents information on legal compliance issues the development of strategic policies tactical best practices and much more Is a time saving resource that brings together essential useful and practical FM information in one handy volume Written for students and professional facilities managers Facilities Manager s Desk Reference is designed as a practical resource that offers FM s assistance in finding solutions to the myriad demands of the job

Manual of Exotic Pet Practice Mark Mitchell,Thomas N. Tully,2008-03-04 The only book of its kind with in depth coverage of the most common exotic species presented in practice this comprehensive

guide prepares you to treat invertebrates fish amphibians and reptiles birds marsupials North American wildlife and small mammals such as ferrets rabbits and rodents Organized by species each chapter features vivid color images that demonstrate the unique anatomic medical and surgical features of each species This essential reference also provides a comprehensive overview of biology husbandry preventive medicine common disease presentations zoonoses and much more Other key topics include common health and nutritional issues as well as restraint techniques lab values drug dosages and special equipment needed to treat exotics Brings cutting edge information on all exotic species together in one convenient resource Offers essential strategies for preparing your staff to properly handle and treat exotic patients Features an entire chapter on equipping your practice to accommodate exotic species including the necessary equipment for housing diagnostics pathology surgery and therapeutics Provides life saving information on CPR drugs and supportive care for exotic animals in distress Discusses wildlife rehabilitation with valuable information on laws and regulations establishing licensure orphan care and emergency care Includes an entire chapter devoted to the emergency management of North American wildlife Offers expert guidance on treating exotics for practitioners who may not be experienced in exotic pet 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 *E-Book - Veterinary Practice Management* Maggie Shilcock,Georgina Stutchfield,2008-01-17 Veterinary Practice Management provides all the practical tips for managing and improving the financial performance of a veterinary practice Mandatory reading for all owners and veterinary practice managers it also proves indispensable for commercial veterinary companies and independent outlets alike as well as for all members of the veterinary practice team and representatives who visit veterinary practice managers Helps the new manager whether from a veterinary background or elsewhere Includes issues around staff recruitment and training recommending specific pet insurance to clients new RCVS standards RCVS Code of Professional Conduct and Medicines Regulations Contains new information on energy and environmental waste management both essential to modern practices Relates theory to practice through practical advice and top tips Provides essential reading for all those taking practice management examinations or continuing professional development courses *Technical Manual* United States. War Department,1965 Decision Making in Child Welfare Services T.J. Stein,T.L. Rzepnicki,2012-12-06 All countries confront the problem of providing for dependent neglected and 1 abused children While the exact form of

institutional response will differ in relation to a country's political and economic structure, its culture and its tradition. The same general kinds of child welfare services have been developed everywhere. Literature from the United States, Canada and several Western European countries reflects a shared concern about children who reside in unplanned substitute care arrangements and a growing recognition of the importance of making permanent plans for these children. The American response to this problem took shape in the early 1970s when government at the local, state and federal levels undertook to fund permanency planning projects. Permanency planning projects were charged with developing and testing procedures that would increase the likelihood that children would move out of substitute care arrangements into permanent family homes either through restoration to their biological families, termination of parental rights and subsequent adoption, court appointment of a legal guardian or planned emancipation for older children. Long-term foster care, if it was a planned outcome supported by the use of written agreements between foster parents and child care agencies, was recognized as an appropriate option for some children.

2. DECISION MAKING IN CHILD WELFARE

Permanency planning projects have had a direct effect on the substantive aspects of social work practice in child welfare.

Swainson's Handbook of Technical and Quality Management for the Food Manufacturing Sector M Swainson, 2018-11-15

This book is focused on the expansive and highly demanding subject of Food Industry Technical Defining Technical and Quality Standards. The Food Safety and Quality Management System, Raw Materials and Packaging, Supplier Control, Site Standards, Product Control and HACCP Considerations, Operations and Process Control, Personnel Control, Audits, Non-Conformance, Recall, Managing the Technical Department. In the second part of the book, Guest Authors share their expertise on a range of specialist topics providing significant breadth and depth to the content which includes Review of Third party audit schemes, Insights into supplying supermarkets with regard to good technical and quality management practices, Enforcement authority perspectives on the food manufacturing sector. Also covered are the specific sector challenges of food quality and safety assurance in Fruit and vegetables, Herbs and spices, Cereals, Baked products, Canning and Cook Chill Ready Meals, Soups and Sauces. Compiled expertise of food sector specialists with extensive industrial experience. Edited by an industry and academic expert with over 25 years experience of technical and quality management in the food sector. Contains Technical and Quality Management information that is relevant to a wide range of sectors in the food industry. Also examines Technical and Quality Management practice in specific food applications and reviews relevant compliance standards.

Practical manual on tuberculosis laboratory strengthening World Health Organization, 2022-10-31

Practical Security Training Patrick Kane, 2000

Practical Security Training is designed to help security departments develop effective security forces from the personnel screening and selection process to ensuring that proper, cost-efficient training is conducted. Using the building block and progressive method approach, allows security staff to become increasingly more effective and more confident. Flexible and practical, these tools allow security practitioners to adapt them as needed in different environments. Considering hypothetical

situations and case studies performing drills and continually evaluating performance the security staff can be better prepared to deal with both routine and emergency situations Advocates performance related training similar to that in a military environment Describes performance oriented drills Considers and analyzes hypothetical situations *Applied Behavior Analysis Advanced Guidebook* James K. Luiselli, 2023-03-03 This second edition of *Applied Behavior Analysis Advanced Guidebook A Manual for Professional Practice* gives behavior analysts and other behavioral practitioners pragmatic advice direction and recommendations for being an effective clinician consultant supervisor and performance manager Like the first edition the book includes chapters on evidence based practice competencies as well as many new areas devoted to professional development technology and telehealth service delivery Written by expert scientist practitioners each chapter is filled with guidance that follows from the most contemporary research support Focuses on professional practice areas required among behavior analysts Includes forms tables flowcharts and other visual aids to facilitate practice Presents the most current guidelines for established ABA methods Emphasizes the research basis for practice recommendations Helps readers build skills and competencies that broaden scope of practice Covers emerging topics of telehealth technology adult learning and sports fitness *Dental Assistant's Manual - E-Book Epub* Dental Assistants Association of Austral, 2024-04-19 The *Dental Assistants Manual* 4th edition is a reference manual catering for all aspects of dental assisting It supports and is aligned to important Australian government standards including the National Competency Standards part of the recently endorsed Health Training Package NHMRC Guidelines for Infection Control Occupational Health Safety Standards put down by Worksafe Australia and Australian New Zealand Standards 4815 Office base health care facilities not involved in Complex Patient Procedures Processes Adherence to these standards ensures that the *Dental Assistants Manual* is not only a valuable reference for students it can be also be used right across Australia and New Zealand as a reference tool in any dental surgeries clinics or laboratories The *Dental Assistants Manual* is intended to provide the required knowledge for achieving the newly endorsed National Competency Standards for the Certificate III in Dental Assisting endorsed by ANTA Australian National Training Authority in January 2002 which forms the basis for further study in Certificate IV courses in areas such as Dental Technology Dental Health Education Dental Assisting Radiology and Dental Technician It provides step by step instructions on how to carry out certain practical components and requirements of the competencies No other reference tool in Australia or New Zealand addresses any of the implications of these standards for dental assistants in the workplace Addresses the National Competency Standards in the recently endorsed National Training Package Contains most recent NHMRC guidelines for Infection Control Includes latest Occupational Health Safety Standards put down by Worksafe Australia Covers ANZ standards 4815 Office based health care facilities not involved in Complex Patient Procedures Process Cleaning Disinfection Sterilising Reusable Medical Surgical Instruments Equipment and Maintenance of the Associated Environment *Family Planning Services* ,1980 **BSAVA Manual of Practical Veterinary Nursing** Elizabeth

Mullineaux, Marie Jones, 2007-10-22 This reference resource and teaching aid for the training of veterinary nurses has been revised and updated inline with NVQ practical requirements and offers a complete guide to common procedures and nursing skills used within general practice From publisher description [Practice Management for the Veterinary Team - E-Book](#)

Heather Prendergast, 2023-11-09 Comprehensive coverage of practice management skills includes leadership financial management and strategic planning as well as telephone skills appointment scheduling admitting and discharging patients and communicating with clients Coverage of clinical assisting ranges from examinations and history taking for patients to kennels and boarding procedures Veterinary Ethics and Legal Issues chapter helps you learn to protect the practice and run a practice based on ethical principles and veterinary laws End of chapter review questions reinforce key concepts and measure mastery of the content End of chapter Practice Managers Survival Checklist allows you to review the most essential information Versatile text can be used by practice managers to study for the CVPM exam Updated content highlights important technological and professional updates to the field impacting medical record management New chapters covering telehealth and practice integrative management software are included Current coverage includes a revised Leadership Professional Development and Human Resources chapter and expanded content in Strategic Planning and Marketing chapters [Resources in Education](#) ,1995 [Saunders Essentials of Medical Assisting - E-Book](#) Diane M. Klieger, 2013-08-09 Saunders Essentials of Medical Assisting 2nd Edition is designed to give you just the right amount of the essential information you need to prepare for your career as a medical assistant It covers all of the need to know information in an organized approachable format The condensed information is perfect for shorter programs of study and as a review tool for certification or re certification for practicing medical assistants Full color and visually oriented this text presents information in manageable segments that give you all the relevant facts without being overwhelming With the most up to date information on basic body systems foundational concepts such as medical terminology nutrition and full coverage of office concepts and procedures you ll have everything you need to know to begin your Medical Assisting career with confidence Full color design is visually stimulating and great for visual learners Helpful studying features guide students through the material such as Learning Objectives for every chapter Key Information summarized in tables throughout the text and emphasized Key Words Practical Applications case studies at the beginning of each chapter quickly introduce students to real life Medical Assisting Word Parts and Abbreviations at the end of the Anatomy and Physiology sections reinforce learned medical terminology Illustrated step by step Procedures with charting examples and rationales show how to perform and document administrative and clinical procedures UPDATED information on Medical Office Technology prepares students for jobs in today s modern and often hectic medical offices NEW Disaster Preparedness content demonstrates how medical offices can work closely with community and health departments during an emergency Newly organized information emphasizes foundational areas of knowledge with new chapters on Nutrition Phlebotomy Venipuncture

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