

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 Training Manual

Daniela Niemeyer



Reception Training Manual:

Dental Reception Training Manual Anita Jupp, Advanced Dental Education Institute, 2007 **Be the Effective Receptionist** Sandy Leong, Sahara Consultancy UK., 2010 *Receptionist Training Manual* Chris Heagle, Robb Heagle, 2005
Milady's Salon Receptionist's Handbook Judy Ventura, 1993 This one of a kind training manual will show students and professionals how to efficiently serve clients staff and management A must have resource this manual covers everything a professional receptionist needs to know to succeed in a career from procedures to techniques Just some of what you will learn includes How to function as a more professional level and achieve a more satisfying position How to run an appointment desk greet clients sell retail products and bookkeeping How to establish positive relationships with management and staff ALSO AVAILABLE AUDIOTAPE ISBN 1 56253 307 X Front Office Management for the Veterinary Team - E-Book Heather Prendergast, 2014-09-30 UPDATED Pet Health Insurance and Wellness Programs chapter describes how pet insurance and wellness programs may integrated into a successful business UPDATED chapters include the most current information on team management human resources marketing inventory management and preparing and maintaining a budget UPDATED coverage of technology and procedures includes new computer screen shots new photos revised What Would You Do Not Do boxes addressing real life situations and a glossary helping you make a smooth transition into the workplace *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 Technical Manual United States. War Department, 1946 **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 *Dental Reception and Supervisory Management* Glenys Bridges, 2019-01-22 Dental Reception and Practice Management 2nd Edition is the dental office administrator's essential companion to all aspects of reception work and supervisory 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 enhancing the reader's understanding and awareness of the necessary clinical aspects of dentistry. It also addresses the General Dental Council's Standards for the Dental Team which details the nine principals for observing patient rights and looks at new regulations introduced by the Health and Social Care Act. Provides practical advice for dental receptionists wishing to upgrade their skills. Covers all aspects of the receptionist role from administration and marketing to quality management and patient experience. Looks at new standards and regulations put into effect. Offers concrete suggestions to improve dental practices and further patient health. Includes access to a companion website with case studies and links to useful websites. **Dental Reception and Practice Management 2nd Edition** is designed for use by dental receptionists in practice and for use in dental reception courses. It will also greatly benefit dental nurses, dental hygienists and dentists.

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.

Training Manual United States. War Dept, 1925

Smull's Legislative Hand Book and Manual of the State of Pennsylvania John Augustus Smull, William P. Smull, Thomas Baumgardner Cochran, W. Harry Baker, 1911

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Social Security Benefits Handbook, 5E, **Services of Supply Organization Manual, 1942** United States. Army Service Forces, 1942

Field Manuals United States. War Department, 1980-07

Becoming a Massage Therapist at Age 70 Samuel Wong, 2015-02-28 Why does a man who is well into his retirement take up a new career as a massage therapist? What can massage offer to society? How does one go about learning it? Sam Wong deals with these and other intriguing questions in this

book He provides an authentic account of learning and blending Western massage and Chinese tui na highlights the role of inspiring teachers in helping him to become a massage therapist and documents the effectiveness of massage as an alternative treatment for fibromyalgia and other chronic pains Sams insights on tui na in traditional Chinese medicine are fascinating and unique

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