

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 Procedures Manual

Michael Rajnik



Reception 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 Receptionist Procedure Manual

George J. Slagon, 1972 **Medical Receptionists and Secretaries Handbook** Mari Robbins, 2006 The volume provides a concise but comprehensive manual for use as both a college text and a practical reference for receptionists and secretaries in hospitals and general practice

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

Office Procedures Manual Jeannie Homan, 1994

The Clerk's Manual of Rules, Statutes, Procedures and Precedents Applicable to the Ordinary Business of the Legislature of the State of New York, 1906

Practice Made Perfect Marsha L. Heinke, 2014-05-14

Cross-Cultural Management Revisited

Philippe d'Iribarne, Sylvie Chevrier, Alain Henry, Jean-Pierre Segal, Geneviève Tréguer-Felten, 2020-04-04 Drawing on thirty years of empirical research this book reveals the diversity of managerial practices that may be observed throughout the world even in places where companies are using management methods that appear identical Using data from over fifty countries it presents a new theoretical approach to cultural diversity whereby culture is considered a filter through which people understand reality and give it meaning This interpretative perspective reminds us that interactions within organizational contexts are primarily social and thus conceived differently from one culture to another This is fundamental to our understanding of the challenges of globalization and the powerful forces that foster the international homogenization of

management practices Leadership decision making customer relations ethics and corporate social responsibility and interpersonal and corporate communication are just some aspects of management underpinned and influenced by cultural variation In response to this intellectual and practical challenge this book provides methodological guidelines to enable researchers and practitioners to engage in an alternative approach to cross cultural management *The Clerk's Manual of Rules, Statutes, Procedures and Precedents Applicable to the Ordinary Business of the Legislature of the State of New York* New York (State). Legislature,1916 **Principles and Practice of Interventional Pulmonology** Armin Ernst,Felix JF Herth,2012-12-02 Principles and Practice of Interventional Pulmonology provides a comprehensive text covering all aspects of Interventional Pulmonology Providing both pathophysiologic background as well as illustrated and clear instruction on how procedures ought to be performed this text will be of great value to interventional pulmonologists thoracic surgeons surgical oncologists and interventional radiologists *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 **Advanced Avionics Handbook** Federal Aviation Administration,2012-02-09 This is a tool for anyone seriously interested in flying modern airplanes It introduces pilots and other readers to flight operations in aircraft with the latest integrated glass cockpit advanced avionics systems **Practice Management for Dental Hygienists** Esther K. Andrews,2007 This textbook prepares dental hygiene students and dental hygienists to handle the business and operational aspects of the dental office The book teaches students how a dental office functions from an operational standpoint and how dental hygienists as licensed professionals fit into that operation Major sections cover basics of dentistry and dental law office management applied communications and employability skills To accommodate a two credit course the text is concise and focuses on exercise based learning Each chapter includes workbook exercises study questions critical thinking activities case studies and RDH board practice questions as well as selected references Websites and student activities **Correctional Employees Training Manual** California. Department of Corrections,1950 *Code of Federal Regulations* ,1995 **The Code of Federal Regulations of the United States of America** ,2006 The Code of Federal Regulations is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal Government *Navigation and Navigable Waters* Office of the Federal Register,2008-10-21 The Code of Federal Regulations is a codification of the general and permanent rules published in the Federal Register by the Executive departments and agencies of the United States Federal Government **Federal Register** ,1985 *Official Gazette of the*

United States Patent and Trademark Office United States. Patent and Trademark Office,1998 **2017 CFR Annual Print**
Title 33 Navigation and Navigable Waters Parts 125 to 199 Office of The Federal Register,2017-07-01 Title 33
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