#### 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.

# **High School Reception Training Manual**

**Michael Hoelscher** 

**High School Reception Training Manual:** 

Whispering the Techniques of Language: An Emotional Quest through High School Reception Training Manual

In a digitally-driven earth wherever monitors reign great and immediate connection drowns out the subtleties of language, the profound strategies and emotional subtleties concealed within phrases usually move unheard. Yet, nestled within the pages of **High School Reception Training Manual** a fascinating literary prize pulsing with fresh thoughts, lies an extraordinary quest waiting to be undertaken. Penned by a skilled wordsmith, that enchanting opus encourages visitors on an introspective trip, lightly unraveling the veiled truths and profound impact resonating within the cloth of each and every word. Within the mental depths of this touching evaluation, we shall embark upon a honest exploration of the book is key themes, dissect their charming writing style, and fail to the effective resonance it evokes serious within the recesses of readers hearts.

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