

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.

Example Reception Manual

M Mark



Example Reception Manual:

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Table of Contents Example Reception Manual

1. Understanding the eBook Example Reception Manual
 - The Rise of Digital Reading Example Reception Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Example Reception Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Example Reception Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Example Reception Manual
 - Personalized Recommendations
 - Example Reception Manual User Reviews and Ratings
 - Example Reception Manual and Bestseller Lists
5. Accessing Example Reception Manual Free and Paid eBooks
 - Example Reception Manual Public Domain eBooks
 - Example Reception Manual eBook Subscription Services
 - Example Reception Manual Budget-Friendly Options

6. Navigating Example Reception Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - Example Reception Manual Compatibility with Devices
 - Example Reception Manual Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Example Reception Manual
 - Highlighting and Note-Taking Example Reception Manual
 - Interactive Elements Example Reception Manual
8. Staying Engaged with Example Reception Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Example Reception Manual
9. Balancing eBooks and Physical Books Example Reception Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Example Reception Manual
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Example Reception Manual
 - Setting Reading Goals Example Reception Manual
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Example Reception Manual
 - Fact-Checking eBook Content of Example Reception Manual
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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