

## **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.

# Front Office Procedures Manual Physician Office

**Deborah E. Holmes**



## **Front Office Procedures Manual Physician Office:**

*Standard Operating Procedures for Primary Care Physicians* Robyn Freeman, Leila Chambers, 1997      **The Medical Office Policy Manual**, 1996      **The Electronic Health Record for the Physician's Office** Julie Pepper, 2017-02-12 Get hands on practice with entering data into the Electronic Health Record The Electronic Health Record for the Physician's Office 2nd Edition uses online simulations to walk you through each EHR task Clear step by step guidelines simplify the exercises in each simulation so you learn all the EHR skills required of a medical office professional This edition adds in depth review and preparation for the Certified Electronic Health Records Specialist CEHRS examination Written by Medical Assisting educator Julie Pepper this how to manual helps you master the administrative clinical and billing coding skills you need to gain certification and succeed on the job Access to SimChart for the Medical Office sold separately Use of SimChart for the Medical Office SCMO for all EHR practice management applications makes it easier to learn and apply EHR fundamentals Realistic hands on practice helps you develop EHR skills including implementation HIPAA compliance troubleshooting and submitting claims for reimbursement Safe learning environment allows you to learn and practice tasks without fear of making a mistake affecting real patients A guided tour through SCMO shows how to use the online simulations and practice EHR tasks Application exercises in the appendix cover administrative clinical and insurance billing allowing you to practice the skills learned in the text Student learning resources on the Evolve companion website include form upload cases additional insurance cards and patient information forms all providing additional practice NEW Enhanced EHR coverage provides in depth preparation for the CEHRS examination NEW CEHRS examination preparation tools are included on Evolve      *The Electronic Health Record for the Physician's Office E-Book* Julie Pepper, 2019-06-26 Gain real world practice with an EHR and realistic hands on experience performing EHR tasks With everything needed to learn the foundations of the EHR process The Electronic Health Record for the Physician's Office 3rd Edition helps you master all the administrative clinical and billing coding skills needed to gain certification and succeed as a medical office professional Fully integrated with SimChart for the Medical Office Elsevier's educational EHR it walks you through the basics including implementation troubleshooting HIPAA compliance and claims submissions This edition contains new and expanded content on patient portals telehealth insurance and reimbursement and data management and analytics as well as more EHR activities for even more practice UNIQUE Integration with SimChart for the Medical Office Elsevier's educational EHR sold separately Content and tools prepare you for Certified Electronic Health Records Specialist CEHRS certification Chapter review activities promote didactic knowledge review and assessment Critical thinking exercises threaded within chapters provide thought provoking questions to enhance learning and stimulate discussion EHR exercises with step by step instructions are integrated throughout each chapter and build in difficulty to allow for software application Trends and Applications boxes help you stay up to date on the industry and the ways in which an EHR can contribute to enhanced health

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*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 and Blood Lymphatic and Immune Systems

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successful medical assistants      **The Professional Medical Assistant** Sharon Eagle, Cindi Brassington, Candace Dailey, Cheri Goretti, 2009-04-08 This new textbook uses a multidisciplinary integrated approach to learning that truly reflects the real world in which MAs practice whether they're focused on the front or back office. From beginning to end it offers comprehensive competency-based coverage complemented by an emphasis on multiple learning styles to better meet the needs of your students. Mastery of all the knowledge and skills that lead to CMA AAMA or RMA certification plus flexibility, versatility, teamwork, and professionalism in the workplace are the hallmarks of a successful and rewarding career as a Medical Assistant.      Jones & Bartlett Learning's Comprehensive Medical Assisting Judy Kronenberger, Julie Ledbetter, 2023-03-31 Preceded by Lippincott Williams Wilkins comprehensive medical assisting Judy Kronenberger, Julie Ledbetter, Edition 5 2016      **International Textbook of Aesthetic Surgery** Nicolò Scuderi, Bryant A. Toth, 2016-05-23 This two-volume textbook, the result of wide-ranging collaboration among renowned experts in aesthetic surgery from the Americas and Europe, presents state-of-the-art concepts and techniques from across the entire spectrum of cosmetic surgery. It opens with some of the last writings of two of the giants in the discipline, Fernando Ortiz Monasterio and Daniel Marchac, whose contributions set the tone and standard for the rest of the book. In all, there are ten sections covering every aspect of plastic surgery. A very wide range of surgical procedures that can be utilized by the plastic surgeon in training as well as by the established plastic surgeon are described in detail, and in the case of the face, nonsurgical treatments are also fully considered. Further topics include the history of the specialty, legal issues, and anticipated future developments, including regenerative medicine. Numerous beautiful color photographs and skillfully executed illustrations complement the informative text.      *National Library of Medicine Current Catalog* National Library of Medicine (U.S.), 1971 First multi-year cumulation covers six years 1965-70      **Blackwell's Five-Minute Veterinary Practice Management Consult** Lowell Ackerman, 2020-01-09 Provides a quick veterinary reference to all things practice management related with fast access to pertinent details on human resources, financial management, communications, facilities, and more. Blackwell's Five-Minute Veterinary Practice Management Consult, Third Edition, provides quick access to practical information for managing a veterinary practice. It offers 320 easily referenced topics that present essential details for all things practice management, from managing clients and finances to information technology, legal issues, and planning. This fully updated Third Edition adds 26 new topics with a further 78 topics significantly updated or expanded. It gives readers a look at the current state of the veterinary field and teaches how to work in teams, communicate with staff and clients, manage money, market a practice, and more. It also provides professional insight into handling human resources in a veterinary practice, conducting staff performance evaluations, facility design and construction, and managing debt, among other topics. **KEY FEATURES** Presents essential information on veterinary practice management in an easy-to-use format. Offers a practical support tool for the business aspects of veterinary medicine. Includes 26 brand-new topics and 78 significantly updated topics. Provides models of

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