#### 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**

**Karen Coumbe** 

## **Example Reception Manual:**

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 veterinary practice challenges to the profession trends in companion practices and more Features contributions from experts in veterinary practice human resources law marketing and more Supplies sample forms and other resources digitally on a companion website Blackwell's Five Minute Veterinary Practice Management Consult offers a trusted user friendly resource for all aspects of business management carefully tailored for the veterinary practice It is a vital resource for any veterinarian or staff member involved in practice Pet-Specific Care for the Veterinary Team Lowell Ackerman, 2021-06-02 A practical guide to identifying management risks in veterinary patients and tailoring their care accordingly Pet specific care refers to a practice philosophy that seeks to proactively provide veterinary care to animals throughout their lives aiming to keep pets healthy and treat them effectively when disease occurs Pet Specific Care for the Veterinary Team offers a practical guide for putting the principles of pet specific care into action Using this approach the veterinary team will identify risks to an individual animal based on their particular circumstances and respond to these risks with a program of prevention early detection and treatment to improve health outcomes in pets and the satisfaction of their owners The book combines information on medicine and management presenting specific guidelines for appropriate medical interventions and material on how to improve the financial health of a veterinary practice in the process Comprehensive in scope and with expert contributors from around the world the book covers pet specific care prospects hereditary and non hereditary considerations customer service implications hospital and hospital team roles and practice management aspects of pet specific care It also reviews specific risk factors and explains how to use these factors to determine an action plan for veterinary care This important book Offers clinical guidance for accurately assessing risks for each patient Shows how to tailor veterinary care to address a patient s specific risk factors

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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 Biomedical Science Practice Nessar Ahmed, 2022 The Fundamentals of Biomedical Science series has been written to reflect the challenges of practicing biomedical scientists today It draws together essential basic science with insights into laboratory practice to show how an understanding of the biology of disease is linked to analytical approaches that lead to diagnosis The series reviews the full range of disciplines to which a biomedical scientist may be exposed from microbiology to cytopathology to transfusion science The third edition of Biomedical Science Practice gives a comprehensive overview of key laboratory techniques and professional practial skills with which students will need to be familiar to be successful in a professional biomedical environment. The text discusses a broad range of professional skills and concepts such as health and safety considerations personal development and communication and confidentiality The text also explores key experimental and analytical approaches which form the basis of the investigation and diagnosis of clinical conditions Each chapter is supported with engaging clinical case studies written to emphasize the link between theory and practice and a set of end of chapter questions which encourages students to test their knowledge and stretch their understanding The third edition is available for students and institutions to purchase in a variety of formats and is supported by online resources The e book offers a mobile experience and convenient access along with functionality tools navigation features and links that offer extra learning support www oxfordtextbooks co uk ebooksOnline student resources supporting the book include Answers to case study and self check questionsMultiple choice questionsAn interactive Digital Microscope encouraging the exploration of tissue samplesVideo podcasts including interviews with practicing biomedical scientists and in the lab footage showing biomedical science in practiceOnline lecturer resources supporting the book include Figures from the book available to download Hospitality Reception and Front Office (Procedures and Systems) Negi Jagmohan, 2013 Section I Concepts Procedure Skills Techniques Section Ii Conversation Biomedical Science Practice Hedley Skills Some English French German And Hinidi Communicationalskills Glencross, Nessar Ahmed, Qiuyu Wang, 2010-10-14 Case studies and other examples enrich the text firmly rooting it in the

context of clinical and biomedical practice Book Jacket Practical manual on tuberculosis laboratory strengthening World Handbook of Psychological Assessment Gerald Goldstein, Michel Hersen, 2000-02-16 Health Organization, 2022-10-31 The field of psychological assessment has been undergoing rapid change The second edition of this Handbook published in 1990 appeared at the beginning of a decade marked by extensive advances in assessment in essentially all of its specialized areas There are many new tests new applications of established tests and new test systems Major revisions have appeared of established tests notably the Wechsler intelligence scales The time seemed right for a third edition since even over the relatively brief period of ten years many tests described in the second edition have been replaced and are no longer commonly used Furthermore much new research in such areas as neuropsychology cognitive science and psychopathology have made major impacts on how many tests and other assessment procedures are used and interpreted This third edition represents an effort to give the reader an overview of the many new developments in assessment while still maintaining material on basic psychometric concepts in order for it to continue to serve as a comprehensive handbook for the student and Marketing Library and Information Services II Dinesh K. Gupta, Christie Koontz, Angels professional Massisimo, 2013-06-25 With contributions from library and information professionals practitioners researchers faculty members consultants and others Marketing Library and Information Services A Global Outlook highlights a variety of exemplary LIS marketing practices and efforts from around the globe The following broad topics are explored changing marketing concepts marketing library and information services in different countries marketing library and information services in different kind of libraries web based LIS marketing etc 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 Ionospheric Radio Propagation Central Radio Propagation Insurance Handbook for the Medical Office Marilyn Fordney, 2013-01-01 A complete guide to Laboratory (U.S.),1948 insurance billing and coding Insurance Handbook for the Medical Office 13th Edition covers all the plans that are most commonly encountered in clinics and physicians offices Its emphasis on the role of the medical insurance specialist includes areas such as diagnostic coding procedural coding Medicare HIPAA and bill collection strategies Learning to fill in the claim form accurately is made easier by the use of icons for different types of payers lists of key abbreviations and numerous practice exercises This edition provides the latest on hot topics such as ICD 10 healthcare reform the new CMS 1500 form and electronic claims Trusted for more than 30 years this proven reference from Marilyn Fordney prepares you to succeed as a medical insurance professional in any outpatient setting Emphasis on the business of running a medical office highlights

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