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

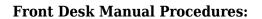
- The clinical staff should offer each patient a final opportunity to ask questions and escort each patient to the check out area.
- All patients should be given a practice brochure and business card.

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.

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- 1. Understanding the eBook Front Desk Manual Procedures
 - The Rise of Digital Reading Front Desk Manual Procedures
 - Advantages of eBooks Over Traditional Books
- 2. Identifying Front Desk Manual Procedures
 - 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 Front Desk Manual Procedures
 - User-Friendly Interface
- 4. Exploring eBook Recommendations from Front Desk Manual Procedures
 - Personalized Recommendations
 - Front Desk Manual Procedures User Reviews and Ratings
 - Front Desk Manual Procedures and Bestseller Lists
- 5. Accessing Front Desk Manual Procedures Free and Paid eBooks
 - Front Desk Manual Procedures Public Domain eBooks
 - Front Desk Manual Procedures eBook Subscription Services
 - Front Desk Manual Procedures Budget-Friendly Options
- 6. Navigating Front Desk Manual Procedures eBook Formats

- o ePub, PDF, MOBI, and More
- Front Desk Manual Procedures Compatibility with Devices
- Front Desk Manual Procedures Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Front Desk Manual Procedures
 - Highlighting and Note-Taking Front Desk Manual Procedures
 - Interactive Elements Front Desk Manual Procedures
- 8. Staying Engaged with Front Desk Manual Procedures
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Front Desk Manual Procedures
- 9. Balancing eBooks and Physical Books Front Desk Manual Procedures
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Front Desk Manual Procedures
- 10. Overcoming Reading Challenges
 - $\circ\,$ Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Front Desk Manual Procedures
 - Setting Reading Goals Front Desk Manual Procedures
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Front Desk Manual Procedures
 - Fact-Checking eBook Content of Front Desk Manual Procedures
 - 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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