

Receptionist Handbook

RECEPTIONIST HANDBOOK

This Front-Line Staff and Reception Service Agreement describes the protocols and procedures we have in place at {Company} for front-line and reception staff to ensure that the duties and protocols of the job are clearly understood and that the customer experience is the best it can be.

OUR CUSTOMER SERVICE GUIDELINES & PROTOCOLS

GENERAL

Front line staff and reception staff who deal with the public are expected to dress neatly and professionally.

MOBILE DEVICES - Outside of breaks and lunch, use of mobile devices (including but not limited to cell phones, smartphones, and tablets) for texting or any other electronic chat function, personal conversations, internet access, or any other personal purpose is not allowed under any circumstances unless it is an urgent matter. It is not in the Company or the customer's best interest for our staff to use their mobile devices while at work. Your mobile device must never be used, displayed, or make sounds during working hours.

URGENT CALL-If someone needs to get in touch with you for an urgent matter; they are welcome to call the main switchboard at any time. If they cannot get hold of anyone, they are welcome to call {ENTER PERSONS NAME} on their cell phone {CELLPHONE NUMBER} and they will be happy to pass on the message immediately.

Outside of lunch and breaks, **PERSONAL USE OF COMPANY COMPUTERS, INTERNET, OR ANY OTHER COMPANY EQUIPMENT IS NOT ALLOWED UNDER ANY CIRCUMSTANCES.** It is not in the Company or the customer's best interest for our staff to be working on personal matters while at work.

GUM -The presence of chewing gum should not be known by others.

DEALING WITH WALK-IN VISITORS

Acknowledge and welcome a visitor or customer as soon as you can. Even if you are on the phone, make eye contact, smile, and try to communicate non-verbally that you are aware they are there and you will be right with them.

CUSTOMER GREETING -When greeting a customer, or answering the phone, always, **always** smile and warmly say "hello." Try to find an anchor point to make a conversation connection. If you cannot find an anchor point, it's best not to fake it. Disingenuous conversation or small talk can be a turn off for some customers and it may be best to keep it professional. Use your judgment, but the default is always to warmly ask them "How can I help you today?"

ATTITUDE -Be friendly, professional, and calm at all times – and smile! We want customers to feel good when they are dealing with us. Your attitude is important. It says a lot about the Company and largely determines whether the person in front of us will become a repeat customer.

Even if you are having a bad day, it is your job to ensure that customers are not aware of it and are dealt with in a positive manner at all times. Customers prefer not to hear about or feel negative energy from us. Sharing negative feelings or situations with customers is not appropriate. If you need to speak with

Medical Receptionist Office Manual

Karonne J. Becklin



Medical Receptionist Office Manual:

Plunkett's Procedures for the Medical Administrative Assistant Heather D Ramsay, Marie Rutherford, 2019-12-11
NEW Four Colour design with new art programme better illustrates current concepts and improves readability and visual appeal
UPDATED Expanded coverage of healthcare plans across Canada
NEW Coverage of Electronic Medical Records EMR
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NEW Chapter order and comprehensive Table of Contents Study Guide and Procedure Checklist Manual for Kinn's The Administrative Medical Assistant - E-Book Brigitte Niedzwiecki, Julie Pepper, 2022-09-02
Designed to support the trusted content in Kinn's The Administrative Medical Assistant 15th Edition this study guide is an essential review and practice companion to reinforce key concepts encourage critical thinking and help you apply medical assisting content
This robust companion guide offers a wide range of activities to strengthen your understanding of common administrative skills including certification preparation questions a review of medical terminology and anatomy and application exercises
Trusted for more than 65 years as a key part of the journey from classroom to career it also features competency checklists to accurately measure your progress and performance from day one until you land your first job as a medical assistant
Approximately 70 step by step procedure checklists enable you to assess and track your performance for every procedure included in the textbook
Chapter by chapter correlation with the textbook allows you to easily follow core textbook competencies
Matching and acronym activities reinforce your understanding of medical terminology anatomy and physiology and chapter vocabulary
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Multiple choice questions help you prepare for classroom and board exams
Workplace application exercises promote critical thinking and job readiness before you enter practice
Internet exercises offer ideas for expanded and project based learning
NEW Content aligns to 2022 medical assisting educational competencies
NEW and UPDATED Comprehensive coverage of all administrative functions complies with accreditation requirements and includes insurance coding privacy and security telehealth logistics and more **Medical Receptionists and Secretaries Handbook** Mari Robbins, 2017-11-22
This best selling classic has now been fully revised expanded and updated
It has established itself over ten years and with three previous editions as the essential handbook for study and daily reference
Medical Receptionists and Secretaries Handbook Fourth Edition contains vital information for all staff enabling them to work efficiently and effectively both within the NHS and private medical sectors
It encourages an understanding of the importance of administrative staff in providing high standards of patient care and promotes teamwork throughout the whole healthcare

environment No medical receptionist secretary or healthcare administrator should be without it *Standard Operating Procedures for Primary Care Physicians* Robyn Freeman, Leila Chambers, 1997 *Job Description Manual for Medical Practices* Courtney H. Price, Alys Novak, 1999 This comprehensive manual helps you develop an effective strategy for job description implementation shows you how to conduct appropriate job analyses and helps you understand the attendant legal issues Includes a disk of generic job descriptions to use as is or modify for your practice *Study Guide for Kinn's The Administrative Medical Assistant - E-Book* Alexandra Patricia Adams, 2010-10-18 Get more practice with medical assisting competencies and test your critical thinking skills Designed to support Kinn's The Administrative Medical Assistant An Applied Learning Approach 7th Edition by Alexandra P Young Adams this study guide offers a complete review of content and a wide range of exercises to help you master CAAHEP and ABHES competencies A variety of exercises test your knowledge and critical thinking skills including vocabulary review multiple choice fill in the blank and true false questions The most current content and competencies associated with CAAHEP and ABHES are included such as emergency preparedness patient education and documentation Procedure checklists allow you to tear out each sheet and provide to your instructor for evaluation Exercises are cross referenced to the Connections themes in your textbook Additional exercises enhance the learning experience with skills and concepts word puzzles case studies work applications and Internet activities English Spanish terms help bilingual students master the content Work products may be submitted to your instructor and to accrediting organizations as documentation that a competency has been completed Expanded coverage of the Electronic Medical Record includes Practice Partner EMR activities for extra practice with this key competency A companion Evolve website includes A P exercises with medical animations **Instructor's Manual and Key for Medical Office Procedures** Karonne J. Becklin, 1999 *Kinn's The Administrative Medical Assistant E-Book* Brigitte Niedzwiecki, Julie Pepper, 2022-11-19 Selected for Doody's Core Titles 2024 in Medical Assisting More than any other product on the market the most successful medical assistants begin their careers with Kinn Known for more than 65 years for its alignment with national curriculum standards Kinn's The Administrative Medical Assistant An Applied Learning Approach 15th Edition teaches the real world administrative skills essential for a career in the modern medical office always with a focus on helping you apply what you've learned This edition features new and expanded content on insurance coding privacy and security telehealth logistics and much more With its approachable writing style appropriate for all levels of learners and a full continuum of separately sold adaptive solutions EHR documentation experience and HESI remediation and assessment quickly master the leading skills to prepare for certification and a successful career in the dynamic and growing administrative medical assisting profession Step by step illustrated procedures include rationales and a focus on professionalism Electronic health record EHR coverage provides access to hands on activities using SimChart for the Medical Office sold separately Applied learning approach incorporates threaded case scenarios and critical thinking applications

Patient education and legal and ethical features at the end of each chapter reinforce legal and communications implications within medical assisting practice Key vocabulary terms and definitions are presented at the beginning of each chapter highlighted in text discussions and summarized in a glossary for quick reference Robust Evolve companion website offers procedure videos practice quizzes mock certification exams and interactive learning exercises NEW Content aligns to 2022 Medical Assisting educational competencies NEW and UPDATED Comprehensive coverage of all administrative functions complies with accreditation requirements and includes insurance coding privacy and security telehealth logistics and more NEW Artwork familiarizes you with the modern medical office and equipment **Kinn's The Administrative Medical**

Assistant E-Book Deborah B. Proctor,Brigitte Niedzwiecki,Julie Pepper,Payel Madero,2016-05-13 Administrative Medical Assisting begins with Kinn Elsevier s Kinn s The Administrative Medical Assistant 13th Edition provides you with the real world administrative skills that are essential to working in the modern medical office An applied learning approach to the MA curriculum is threaded throughout each chapter to help you further develop the tactile and critical thinking skills necessary in today s healthcare setting Paired with our adaptive solutions EHR documentation ICD 10 coverage and detailed procedural videos you will learn the professional and interpersonal skills of modern administrative medical assisting Professionalism in applicable procedures teaches you how to properly interact with patients and coworkers Professional behavior boxes provide guidelines on how to interact with patients families and coworkers Step by step procedures explain complex conditions and abstract concepts Patient education and legal and ethical issues are described in relation to the Medical Assistant s job Critical thinking applications test your understanding of the content Threaded case scenarios help you to apply concepts to realistic administrative situations Portfolio builder helps you demonstrate proficiency to potential employers NEW Chapter on The Health Record reviews how you ll be working with a patient s medical record NEW Chapter on Technology in the Medical Office introduces you to the role technology plays in the medical office NEW Administrative procedure videos helps you visualize and review key procedures NEW Chapter on Competency Based Education helps you to understand how your mastery of the material will affect your ability to get a job Basics of Diagnostic Coding prepares you to use ICD 10 coding system

National Library of Medicine Current Catalog National Library of Medicine (U.S.),1971 **Current Catalog** National Library of Medicine (U.S.), First multi year cumulation covers six years 1965 70 Today's Medical Assistant Kathy Bonewit-West,Sue A. Hunt,Edith Applegate,2012-10-04 Bringing together the clinical know how of Kathy Bonewit West the administrative expertise of Sue Hunt and the anatomy and physiology knowledge of Edith Applegate this unique hands on text guides you through the medical knowledge and skills you need to succeed in today s fast paced medical office The latest standards and competencies for the medical assistant have been incorporated into this new edition along with expanded coverage on important topics such as nutrition the electronic medical record ICD 10 emergency preparedness and disaster planning time management and computerized prescription refills Consistent meticulous coverage throughout the main text

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Resources in Education ,1985 **Instructor's Manual to Accompany the Administrative Medical Assistant** Mary E. Kinn,1999-09-14 **Kinn's The Administrative Medical Assistant - E-Book** Alexandra Patricia Adams,2013-11-28 Prepare for a successful career in medical assisting Kinn s The Administrative Medical Assistant 8th Edition helps you learn the real world administrative skills essential to working in the health care office In depth coverage ranges from professional behavior and interpersonal skills to billing and coding electronic health records and management of practice finances Written by administrative medical assisting expert Alexandra Adams this classic resource also includes an Evolve companion website with exercises and activities videos review questions for the CMA and RMA certification exams and an interactive portfolio builder Step by step illustrated procedures make it easier to learn and understand medical assisting skills and include rationales for each step Threaded case scenarios let you develop critical thinking skills and apply concepts learned in each chapter to realistic administrative situations Study Guide includes a variety of exercises to test your knowledge and critical thinking skills case scenarios from the book and a Procedure Checklists Manual Sold separately Emergency Preparedness and Assisting with Medical Emergencies chapter prepares you to take action during crises and urgent situations Detailed learning objectives and vocabulary with definitions in each chapter help you study more effectively with connections icons linking concepts in the text to exercises in the study guide and on the Evolve companion website Patient education and legal and ethical issues are described in relation to the Medical Assistant s job A Portfolio Builder on the Evolve website helps you demonstrate proficiency to potential employers NEW Charting examples within the procedures are highlighted for easier learning UPDATED coverage of the Electronic Health Record ensures that you are familiar with the technology you ll use on the job

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 Today's Medical Assistant Kathy Bonewit-West, BS, MEd,Sue Hunt,Edith Applegate, MS,2015-10-13 Launch your career in medical assisting with Today s Medical Assistant Clinical AIDS Hepatitis latex glove allergies vital signs pediatrics immunization information IM injection theory child abuse colonoscopies IV therapy CLIA waived tests Unique learning aids throughout the book include procedure charting examples outlines detailed learning objectives and key terms for each chapter Highlight boxes What Would You Do What Would You Not Do boxes Patient Teaching boxes On the Web boxes Putting It All into Practice boxes Memories from Practicum boxes glossary of key terms Arsenal of engaging activities on the Evolve companion site gives users a fun way to practice their medical assisting knowledge Over 120 procedures give readers clear illustrated guidance on each step of every procedure The procedural videos on the Evolve companion site enable users to view the procedures in action 8th grade reading level makes material approachable and easy to understand for all types of readers Full color design makes the book visually stimulating NEW Chapter on nutrition underscores the CAAHEP curriculum s emphasis on nutrition by covering all of the latest nutritional information that pertains to today s medical assistants NEW Updated chapters on emergency preparedness and medical records ensure readers are up to date on the latest advances and rulings in these topical areas NEW Updated content aligned to the most recent CAAHEP and ABHES competencies ensures readers have the latest information needed to obtain employment and long term success on the job NEW Expanded resources on Evolve now include videos video evaluations and practice examinations for the CMA RMA CCMA and CMAA NEW Tie in with SimChart for the Medical Office links important text content to opportunities for hands on practice working on Elsevier s educational EHR NEW Updated photographs and illustrations give readers a closer look at today s most pertinent information and skills for the medical assistant NEW Expanded A P key terminology sections give readers ample terminology reinforcement including proper pronunciations Today's Medical Assistant - E-Book Kathy Bonewit-West,Sue Hunt,Edith Applegate,2012-10-15 Content updates reflect the latest competencies for medical assistants and ensure you have the most current information on the newest trends and updates in the medical assisting world 8th grade reading level makes material approachable and easy to understand New chapter on Emergency Preparedness offers a well rounded perspective on what to do in specific emergency situations New OSHA Bloodborne Pathogens video improves your understanding of personal safety following the OSHA standards Pronunciation section in the Terminology Review gives you confidence with pronunciation and medical knowledge

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Procedure Checklist Manual for Kinn's The Medical Assistant - E-Book Deborah B. Proctor, Alexandra Patricia

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