

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

R Barnett



Medical Receptionist Office Manual:

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 Short answer and fill in the blank exercises strengthen your comprehension of key concepts 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 **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 **Kinn's The Administrative Medical Assistant E-Book** Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn s The Administrative Medical Assistant An Applied Learning Approach 14th Edition teaches you real world administrative skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition includes expanded content on topics from professionalism and interpersonal skills to billing and coding electronic health records and practice management as well as a new chapter reviewing medical terminology anatomy and physiology and pathology With an easy to read style and practical focus paired with a full complement of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you ll learn the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all administrative procedures prepares you to run a medical office 65 step by step illustrated procedures with rationales break down key administrative skills to master Applied approach to learning helps you use what you ve learned in a real world setting including case scenarios critical thinking exercises procedures videos and interactive online activities Thorough EHR coverage with access to hands on activities incorporates use of SimChart for the Medical Office software sold separately designed to ensure that you are practice ready Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes sample certification exams procedures videos and interactive exercises Patient education and legal and ethical features help relate content to practical use NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid foundation NEW Reorganized and expanded content covers medical office accounts collections banking and practice management to build a deep understanding of the workings of a medical office NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Coverage of patient centered care featured throughout textbook **Student Review Manual for the Administrative Medical Assistant** Mary E. Kinn,1988

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