

THE MANUAL: OFFICE PROCEDURES

Now that the terms of employment have been fully addressed, the procedures for working in your office should be outlined. This portion of the manual should provide the employee with detailed instruction of how to perform their duties as well as instruction in performing the duties of someone else if needed.

SECURITY

Because a law firm handles confidential information, maintaining security is imperative. Of biggest concern today is electronic security for computer systems and files. (Please see our handout on "Email, Internet and Wireless" in the Risk Management Resources section of our website for more information on developing policies regarding electronic file policies.)

Another aspect of security is the proper disposal of confidential information. Shredding policies for documents should be addressed. If your firm employs a disposal company to shred documents for you, placing confidential documents in secure containers until it is picked up to be shredded should be stressed. Leaving confidential information in a recycle box to be emptied later could be a liability should someone gain access to your office.

To prevent unauthorized access to your office, outline opening and closing procedures that provide security for your staff and your confidential information. Physical access to the office was described in the office structure section, but reiterate security procedures as part of the maintaining confidentiality process.

EMERGENCY OR DISASTER

Hopefully never to be needed, every office needs an emergency and/or disaster plan. Natural disasters such as hurricanes or flooding should be addressed, but modern disasters such as server crashes must be

Another portion of emergency planning is the procedure for an on the job emergency. Describe the procedure for reporting injuries. If the incident is a worker's compensation claim, include information regarding proper procedures for notifying management.

REPRESENTING FIRM

This section furthers the basic code of conduct outlined in the personnel policies. Provide instruction regarding the proper way to greet clients and answer the telephone. While these simple gestures may be second nature to some, having guidelines will present a uniform image of the office.

Maintaining confidentiality is another portion of representing firm. This requires no watercooler gossip within earshot of clients who are visiting the office. Remind employees that they are not allowed to discuss cases in front of clients.

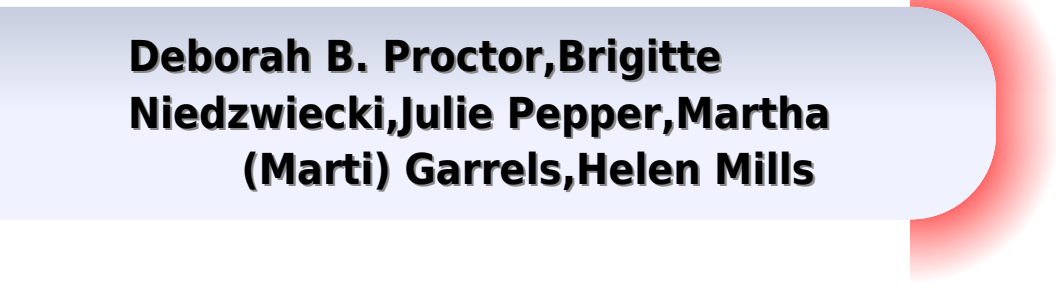
REPRESENTING CLIENTS

Of course the most important function of a law firm is the representation of clients. This section describes the proper office procedures for engaging and declining representation. Referring cases to third party lawyers should be delicately handled, for example, when your firm cannot accept a case.

The proper use of engagement letters is crucial for establishing client relationships. Be sure staff know the procedures for using engagement, non-engagement and dis-engagement letters so that representations are clearly established from start to finish. These letters can greatly reduce the headaches caused by misunderstandings between clients and attorneys. (For more information, including sample letters, please see our "Attorney-Client Relationships" handout in the Risk Management Resources section of our website.)

Office Manager Procedures Manual

**Deborah B. Proctor, Brigitte
Niedzwiecki, Julie Pepper, Martha
(Marti) Garrels, Helen Mills**



Office Manager Procedures Manual:

Office Management Coleman Lloyd Maze, 1947 *The Office Management Manual* Anne Morton, 1990 Written for both the experienced and the novice in the office world this primer covers office design how to ask for a raise proper grammar and how to better manage communicate with and handle people **Lippincott Williams and Wilkins' Administrative**

Medical Assisting Laura Southard Durham, 2008 Lippincott Williams Wilkins Administrative Medical Assisting Second Edition teaches students the theory and skills to become effective medical office assistants The text and ancillary resources address all the required administrative competencies for CAAHEP and ABHES program accreditation The book includes critical thinking questions and is written for maximum readability with a full color layout over 100 illustrations and boxes to highlight key points A bound in CD ROM and a companion Website include CMA RMA exam preparation questions an English to Spanish audio glossary a clinical simulation administrative skill video clips competency evaluation forms and worksheets for practice A Skills DVD with demonstrations of the most important medical assisting skills is available separately An Instructor s Resource CD ROM and online instructor resources will be available gratis upon adoption of the text

Management Policy and Procedure Manual Trans World Airlines, 1946 **Jones & Bartlett Learning's Comprehensive Medical Assisting** Judy Kronenberger, Julie Ledbetter, 2020-05-07 Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs Jones Bartlett Learning s Comprehensive Medical Assisting Fifth Edition is more than just a textbook it s an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative and clinical skills they ll need in today s rapidly changing health care environment The Fifth Edition includes a full chapter on Emergency Preparedness new in book role playing activities and an expanded array of online resources We re pleased to offer case studies skills videos and animations as part of our ancillary suite *Jones & Bartlett Learning's Administrative Medical Assisting* Julie Ledbetter, 2020-04-23 Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs Jones Bartlett Learning s Administrative Medical Assisting Fourth Edition is more than just a textbook it s an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative skills they ll need in today s rapidly changing health care environment **Monthly Catalog of United States Government Publications** , 1971 **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 **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

Kinn's The Medical Assistant - E-Book Deborah B. Proctor, Alexandra Patricia Adams, 2014-03-27 The most comprehensive medical assisting resource available Kinn's The Medical Assistant 11th Edition provides unparalleled coverage of the practical real world administrative and clinical skills essential to your success in health care Kinn's 11th Edition combines current reliable content with innovative support tools to deliver an engaging learning experience and help you confidently prepare for today's competitive job market Study more effectively with detailed Learning Objectives Vocabulary terms and definitions and Connections icons that link important concepts in the text to corresponding exercises and activities throughout the companion Evolve Resources website and Study Guide Procedure Checklist Manual Apply what you learn to realistic administrative and clinical situations through an Applied Learning Approach that integrates case studies at the beginning and end of each chapter Master key skills and clinical procedures through step by step instructions and full color illustrations that clarify techniques Confidently meet national medical assisting standards with clearly identified objectives and competencies incorporated throughout the text Sharpen your analytical skills and test your understanding of key concepts with critical thinking exercises Understand the importance of patient privacy with the information highlighted in helpful HIPAA boxes Demonstrate your proficiency to potential employers with an interactive portfolio builder on the companion Evolve Resources website Familiarize yourself with the latest administrative office trends

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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 Medical Assistant - E-Book Brigitte Niedzwiecki, Julie Pepper, P. Ann Weaver, 2019-09-24 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 Medical Assistant An Applied Learning Approach 14th Edition teaches you real world administrative and clinical skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions and interactive exercises The reorganized 14th edition includes expanded content on medical office accounts collections banking and practice management as well as a new chapter reviewing medical terminology anatomy and physiology and pathology With an easy to read format and a full continuum of separately sold adaptive learning solutions real world simulations EHR documentation experience and HESI remediation and assessment you will 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 and clinical procedures prepares you for a wide array of Medical Assisting jobs Nearly 185 step by step illustrated procedures with rationales break down how to perform critical skills for practice Applied approach to learning helps you use what you've learned in a real world setting including case scenarios and critical thinking exercises Thorough EHR coverage with access to hands on activities incorporates use of SimChart for the Medical Office software designed to ensure that you are practice ready sold separately 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 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 on medical office accounts includes collections banking and practice management 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 *Implementing ISO 9000:2000* Matt Seaver,2001 This text is aimed at the busy manager or proprietor who needs to implement ISO 9001 It consists of a commentary against each clause of ISO 9004 guidelines for performance improvements explaining the practical benefits of implementing the guidance that is given in the standard

Dental Office Administration Geraldine S Irlbacher,Guy S. Girtel,2020-03-18 Dental Office Administration is a comprehensive resource that details the responsibilities of the dental office professional providing practical communication techniques and tips for problem solving It also provides the necessary clinical background information every dental office professional needs for a successful practice Hands on activities within the text require students to practice common tasks such as dental charting writing a memo or conducting a mock telephone call with another student A free bonus DVD ROM for Windows includes practice management software called DENTRIXG4 practice management to give students real world experience managing patient data and filing electronic claims A companion Website includes the full text and a quiz bank

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