

Front Office Duties, Policies & Procedures

1. Patient intake

- a. Established patients
 - Chart should be complete with a current referral
 - Chart should be put up as soon as possible
 - Copays should be collected & completed
 - Patient should be taken back within 10 minutes of appointed time
- b. New patients
 - All forms should be reviewed for accuracy and thorough completion. No blank spaces should exist ("n/a")
 - Patient should be prepared for exam within 15 minutes of appointed time.

2. Scheduling

- a. New patients
 - Initial interview should begin with inquiry into their condition
 - Payment arrangements should be verified prior to arrival
 - No more than a 14 day wait should exist.
 - Scheduled every 45 minutes in a given day.
 - Priority should be determined during initial contact
 - Instructed on arriving 15 minutes prior to appointed time.
- b. Re-evaluations
 - Scheduled every 30 minutes in a given day
- c. Established patients
 - No more than two patients per slot
- d. Special services
 - Orthotic casting: Payment prior to scheduling. 30 minute interval.
 - Orthotic fitting: treat like a regular patient
 - Other

3. Phones

- a. Personal calls for staff should be taken as message only.
- b. Messages should be checked daily
- c. Patients may not use office phone unless appropriate
- d. All clinical information should be reserved for the therapist.
- e. All doctor's office related calls should be handled by the manager/supervisor.

4. Filing/Paperwork

- a. Schedules should be error-free and posted prior to next work day
- b. Charts should always be completed and filed
- c. Charts should remain out in public areas
- d. Next days charts pulled prior to end of day
- e. Reports should be faxed daily
- f. Statistics must be thoroughly completed prior to end of day
 - Daily/weekly referral sheet completed
 - Daily productivity sheet completed
 - Daily Cash intake from register
 - Patient surveys and postcards given to Officer
- g. Archiving should be performed as needed

5. Billing

- a. Billable logs must be accurate and submitted to Officer
- b. Billing documents copied and submitted to Officer
- c. All reimbursement checks must be inputted into register

6. Internal marketing

- a. Patient surveys should be promoted and collected daily and submitted to Officer

- b. Postcards for Thank You's should be promoted and collected daily and submitted to Officer

7. Supplies

- a. Company supplies should never be used for personal use
- b. All supplies should be plentiful and inventoried
 - copy paper
 - office supplies
 - toner
 - fax cartridges
 - folders w/fasteners
 - appointment cards
 - referral pads

8. Equipment maintenance

- a. All equipment should operate error-free
 - copier
 - fax
 - phones
 - printer
 - computer

9. External requests

- a. No records should be processed or sent prior to receiving fees
- b. The need for referral pads should be solicited regularly