

**DALHOUSIE UNIVERSITY
FACULTY OF DENTISTRY**

CLINIC POLICY AND PROCEDURES MANUAL

**(also see the Schedule of Fees for Dental Services and
the Infection Control Manual for other clinic policies)**

2009 -2010

Version - August 28, 2009

**Compiled by
The Office of the Assistant Dean, Clinics,
August 2009**

**THIS MANUAL IS FOR THE SOLE USE OF THE DALHOUSIE DENTAL
CLINIC FACULTY, STAFF AND STUDENTS.**

**Suggestions for improvements are always welcome. Please pass them on to the
Assistant Dean, Clinics' office, Level 1, Room 1210.**

Clinic Manager

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Medical Office Policy Procedure Manual

RD Boyd



Medical Office Policy Procedure Manual:

The Credentialing Handbook Sheryl Deutsch, Christine S. Mobley, 1999 The Credentialing Handbook provides comprehensive plain English guidance to understand and master the provider credentialing process in any health care setting With sample forms checklists flowcharts and correspondence this practical guide walks you through every aspect of effective credentialing appointment and recredentialing You'll learn key steps in the credentialing process about express credentialing models how to credential allied health practitioners typical time frames and tracking systems pros and cons of delegating credentialing plus more

The Medical Office Policy Manual, 1996 **Medical Assistant Exam Success** Kris Hardy, 2010-09-06 Build confidence improve understanding and prepare for professional growth and success Each question includes the answer and a concise explanation for all correct responses

Law Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures The book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office policies personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems The book contains numerous sample forms and documents as well as extensive bibliographies A CD containing the entire text of the manual is included allowing customization of the manual for particular user needs

Jones & Bartlett Learning's Comprehensive Medical Assisting Judy Kronenberger, Julie Ledbetter, 2023-03-31 Preceded by Lippincott Williams Wilkins comprehensive medical assisting Judy Kronenberger Julie Ledbetter Edition 5 2016

Administrative Medical Assisting Laura Southard Durham, 2008-06-01 Designed to accompany Lippincott Williams chapter outlines and learning objectives matching multiple choice and critical thinking exercises patient teaching exercises and learning self assessment exercises

Medical Office Procedures Karonne J. Becklin, Edith Sunnarborg, 1996 This text workbook is designed to expose students to both traditional medical office procedures and the computerized medical office Projects and simulations are included and can be done manually or on the computer using MediSoft Patient Accounting Software

Instructor's Manual and Key for Medical Office Procedures Karonne J. Becklin, 1999

Operating Policies and Procedures Manual for Medical Practices Bette A. Warn, Elizabeth W. Woodcock, 2001

Instructor's Manual to Accompany "Textbook for Medical Assistants" Julie B. Hosley, Elizabeth A. Molle-Matthews, Shirley A. Jones, 1997

A Guide to Starting a Medical Office American Academy of Pediatrics, 1997

Saunders Manual of Medical Office Management Alice Anne Andress, 1996 This remarkably practical resource gives you one stop access to all of the medical office management techniques you need You'll find detailed guidance on technical skills like management of appointments and schedules health insurance billing and use of office automation systems as well as advice on personnel management effective communication ethical and legal issues patient confidentiality and many other

issues that are essential to your success And you will like how easy this Manual is to use Samples of consent forms letters and procedural policies offer concrete examples for you to follow Manager Alerts point out potential pitfalls and tell you how to avoid them Helpful From the Author s Notebook tips describe the best ways to handle a variety of office problems

Insurance Handbook for the Medical Office Marilyn Takahashi Fordney,2002 INSURANCE HANDBOOK FOR THE MEDICAL OFFICE is a key text for medical administrative assisting medical front office programs or those who wish to become insurance billing specialists claims assistance professionals or electronic claims processors for physicians practices and hospital outpatient clinics Those already practicing in this area will also find this text beneficial as will health claims examiner programs The goal of this extremely up to date text is to increase efficiency and streamline administrative procedures for the most exasperating aspect of the doctor s office routine insurance billing This text offers guidance for all aspects of submitting tracing appealing and transmitting claims for today s full range of health plans Important coverage of diagnostic coding procedural coding office and insurance collection strategies Medicare Managed Care and more is presented Additionally a free CD ROM featuring the HCFA 1500 claim form is included with the book The CD ROM contains 10 scored patient case studies with related insurance information so that the student can practice completing the HCFA 1500 claim form in a fun interactive format **Medical Practice Management Handbook** ,1999 **Law Office Policy & Procedures Manual** Robert C. Wert,Howard I. Hatoff,2000 A manual for the law office this volume can serve as a reference for staff or as a training tool for new employees and associates It covers departments and committees organization and administration support personnel file systems office security and more The disk contains all the text Saunders Textbook of Medical Assisting Diane Klieger,2005 This comprehensive and visually appealing text covers all aspects of both the AAMA and AMT national curricula for medical assisting including medical terminology anatomy physiology and pathophysiology The text is written in a reader friendly style and integrates features designed to foster a greater awareness for students of the consequences of their actions on the job as well as to develop greater empathy for the patient s experience A recurring Ripples on the Pond analogy emphasizes this ripple or consequences effect Case scenarios at the beginning of chapters challenge students to put the chapter content into a real world perspective with follow up questions at the end of chapters that are designed for self reflection homework assignments or class discussion An integrated package includes an interactive skills software program in the text a student workbook with recall application and critical thinking exercises a complete instructor s package and a companion website A Ripples on the Pond theme is designed to help students become more aware of the consequences and the cause and effect of their actions on the job This theme is reinforced visually and in content features throughout the text Patient Centered Professionalism boxes throughout chapters help students think about the chapter content in the perspective of the patient s experience so they can develop empathy for the patient and consider how their actions will be experienced by the patient Coverage of national curriculum competencies with a listing of the AAMA and

RMA competencies in the instructor's package A correlation grid of chapter objectives to curriculum competencies assures complete compliance with accreditation requirements Two special chapters on student skills and employment provide excellent advice on how to get the most out of the learning experience and how to get a job and succeed in one's career Coverage is included of the three prerequisites of any medical assisting program medical terminology A P and pathology making this an all encompassing text that renders the purchase of additional texts unnecessary Heavily illustrated step by step procedures with charting examples and rationales promote better understanding of how to properly perform all clinical and administrative procedures Weighted competency checklists for all skills are in the student workbook What Would You Do case studies presented at the beginning of each chapter are revisited at the chapter end along with questions to help students develop their critical thinking skills These scenarios and questions also make excellent class or small group discussions or homework assignments Suggested responses are in the instructor's package For Further Exploration boxes suggest topics for further Internet research Internet research activities are available in the student workbook with active links on the companion website that are organized by chapter Summary Keys offer a bulleted review of important points for each learning objective reinforcing the content students must master for each chapter Companion online course follows a generic organizational structure with reading assignments keyed to the Klieger textbook This course can either stand alone as true distance education courses or can be used effectively to reinforce a traditional classroom course An online mentor steps students through a virtual externship as they meet realistic patients physicians and co workers while learning the basic theory and practicing the key curriculum skills

Administrative Procedures for Medical Assisting Barbara Ramutkowski, Kathryn A. Booth, Donna Jeanne Pugh, Sharion Thomson, Leesa Whicker, McGraw-Hill, 2004-07-09 Administrative Procedures for Medical Assisting 2nd edition addresses the most current competencies for CMA certification CPR procedures coding and insurance billing requirements HIPPA regulations and OSHA guidelines It also includes coverage of timely issues such as medical response to bioterrorism which none of the competitors include It retains its thorough coverage of procedures It trains students on medical office administrative procedures and equipment infection control and much more

The Medical Assistant Mary E. Kinn, MaryAnn Woods, 1999 This full color 8th Edition covers the administrative and clinical skills medical assistants need to know to carry out their duties The 8th Edition integrates all of the topics and skills competencies required by the American Association of Medical Assistants entry level Medical Assisting Curriculum It features chapter outlines and learning objectives as well as lots of pertinent information such as personal qualities skills responsibilities types of patient education and legal and ethical issues Also included are real life examples quizzes and answers A free interactive CD Rom is packaged in the book

Saunders Medical Office Management Alice Anne Andress, 2013-08-09 With proven techniques and professional insight this one of a kind resource is your complete guide to ensuring both effective patient care and sound business practices in the medical facility From the front office to financial

management each detailed chapter addresses the interpersonal and administrative concerns you ll face in the management of a medical office accompanied by realistic forms letters and procedural policies that help you prepare for on the job success This new edition keeps you up to date on emerging developments in billing and coding documentation ethical and legal issues and technological advances to help you keep your medical office at the forefront of the competitive health care field Manager s Alert boxes detail measures to help you avoid complications and prevent potential emergencies From the Expert s Notebook boxes help you build daily decision making skills with helpful tips suggestions and insights drawn from real world practice Exercises at the end of each chapter reinforce concepts and help you assess your understanding Detailed appendices provide fast easy access to commonly used abbreviations and symbols Medicare information helpful websites and answers to the end o f chapter exercises as well as a sample procedure and policy manual to guide you in developing your own practices Written Communication chapter helps you ensure proper communication and documentation in the health care facility Updated content in the Medical Record chapter familiarizes you with the latest information on the electronic medical record The updated Billing Coding and Collections chapter keeps you up to date with the latest coding and insurance forms CMS 1500 Coverage of current legal and ethical issues and emerging technology in the medical office keep you apprised of recent developments *Webster's Medical Office Handbook* John Rhodes Haverty,1979

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