

Disk of forms

Table of Contents

Practice image and identity - Examples.....

Practice history checklist.....	
Hypothetical history of Briarwood Healthcare Group.....	
Values of Briarwood Healthcare Group.....	
Briarwood Healthcare Group's Vision.....	
Briarwood Healthcare Group's Mission Statement.....	
Organisational chart with brief descriptions of role.....	
Essential facts about our practice.....	

Patient focus - Examples.....

Patient education materials.....	
Checklist from collecting patient feedback.....	

Staff focus – Examples.....

Practice Manager position.....	
Practice Nurse position.....	
Receptionist position.....	
Questions to ask an applicant with follow up probe questions.....	
Appointment letter.....	
Staff induction checklist.....	
Staff file cover sheet.....	
Confidentiality statement Briarwood Healthcare Centre.....	
Medical history form.....	
Employee information.....	
Staff file progress sheet.....	
Evaluation and feedback form.....	
Final notice.....	
Employee exit interview form.....	
Staff counseling report sheet.....	
Goal setting statement.....	
Specific knowledge checklist.....	
Meeting agenda.....	

Management systems - Examples.....

Financial payment plan.....	
Petty cash register.....	
Card system for tracking overdue accounts.....	
Document review checklist.....	
Medical stocktake.....	
An alphabetised list of office supplies.....	
Drugs with an expired use-by date.....	
Authority to release medical information.....	
Register of reproductions of confidential medical records.....	

Front desk organising skills - Examples..... Error! Bookmark not defined. Daily reception duties.....

Practice appointment Book.....	
Appointment day sheet.....	
Patient appointment checklist.....	
Appointment analysis chart.....	
Things to know about the practice processes.....	
Patient information.....	
Patient recall form.....	
Recall letter.....	
End-of-day checklist.....	
End-of-the-month duties.....	
Employee details form.....	

First reactions to urgent medical conditions
 Personal security of staff
 Leaving the practice secure
 Items that should be checked every day (consulting rooms)

Front desk communication skills - Examples

Overdue accounts
 Awkward moments in paying accounts
 Following up on recall letter
 Dealing with sensitive situations.....
 Tracking complaints
 Practitioner record of telephone calls.....
 Options on initial call
 Telephone message slip

Equipment and technology - Examples

Equipment inventory
 Instructions for Use of Facsimile Machine
 Instructions for photocopier

Practice environment - Examples

Typical signage
 Foyer or entrance area cleaning
 Reception area cleaning checklist
 Waiting room cleaning checklist
 Administration offices cleaning checklist
 Consulting rooms cleaning checklist
 Treatment rooms & nurses' station cleaning checklist
 Toilets cleaning checklist
 Kitchen or staff room cleaning checklist
 Storage & medical supplies room cleaning checklist.....

Workplace health and safety - Examples

Emergency numbers that the practice should know
 Employee report of injury
 Incident report.....
 Register of injuries