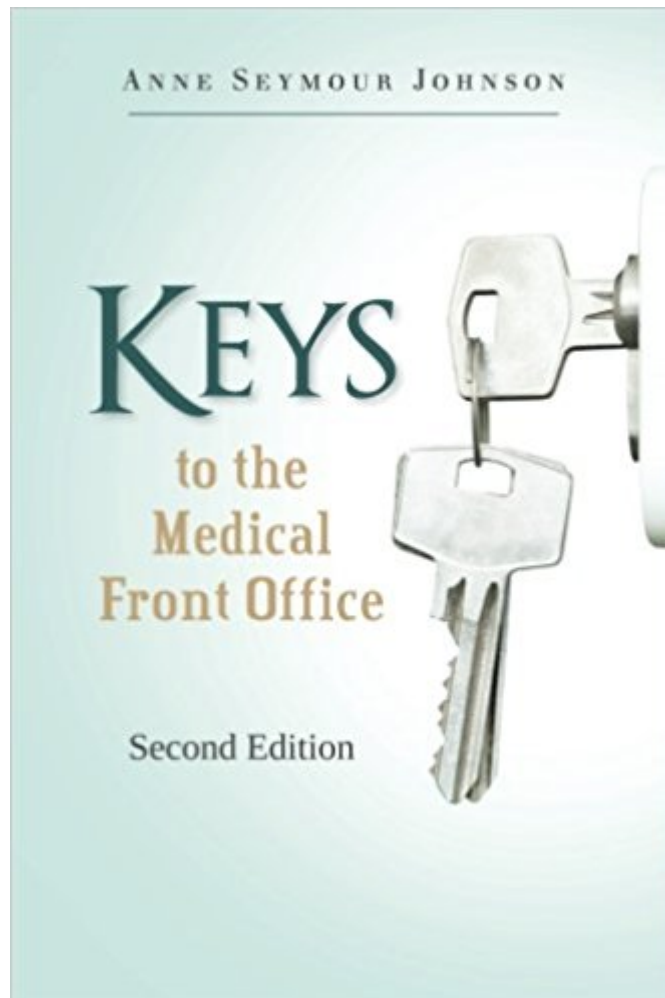




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Keys To The Medical Front Office



Synopsis

Employee onboarding programs often fail because they are riddled with gaps and not comprehensive enough in scope. This is a costly oversight. It is the responsibility of the supervisor or manager to support new hires, acclimate them to their work group, and provide a well-structured orientation. At last, a step-by-step handbook to assist with onboarding healthcare customer service employees. This indispensable resource quickly and effectively introduces the fundamental elements of the medical front office: customer service, HIPAA, compliance, medical records, and much more. Ensure your employee orientation is consistent, uniform, and complete. Keys to the Medical Front Office provides the framework to guarantee success.

Book Information

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Customer Reviews

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This book is full of interesting procedures for working in a medical office.

Great book for defining what the various terms and lingo are, but terrible book if you're looking to make your office more efficient or help improving scheduling or insurance. It's basically a book of definitions. I was also disappointed it's not updated for ICD-10-CM.

Informative, concise, and well organized. I'd recommend it to anyone transitioning to the medical desk.

good info

Good book

This is a very inexpensive but somehow comprehensive book outlining the duties of the medical front office. Lots of good information in here! I recommend it for a helpful way of organizing orientation of a new medical office worker.

This affordable handbook is an office manager's dream. It covers all aspects of the medical front office in a well-organized and easy to read format. I no longer dread the prospect of new employee orientation, and plan to purchase one for each new member of my front desk staff.

Not worth the money

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