Chapter 11: Patient Reception and Processing

Study Guide Answer Keys

VOCABULARY REVIEW
1. depleted
2. flagged
3. intercom
4. perception
5. sequential
6. Demographic
7. amenity
8. mnemonic
9. harmonious
10. fervent
11. incidental disclosure
12. phonetic

SKILLS AND CONCEPTS

Part II: The Reception Area
1. Regardless of the type of facility, the appearance of the reception room and the front desk influences a patient’s perception of the entire facility and the care that he or she will receive.

2. Items may include the following:
   - Recent issues of magazines
   - Writing desk
   - Health brochures
   - Toys
   - TV and/or VCR/DVD player
   - Telephone
   - CD player/music

3. A log-in name and password should be used before any access to patient information is allowed. Because those in the reception area would not have that log-in name and password, they could not gain access to any programs on the computer that contain patient information.

4. A receptionist should be friendly, courteous, and anxious to help those who visit the office. He or she should have a cheerful personality. He or she should be highly organized and detail-oriented, as well as able to strike a balance between friendly chatting with patients and other visitors and performance of the required duties of the position.

Part III: Registration Procedures
1. Demographic information may include the following:
   - Patient’s full name and date of birth
   - Responsible person’s name and relationship to the patient
   - Address and phone number
   - Occupation
   - Place of employment
   - Social Security number
   - Driver’s license number
   - Name of nearest relative
   - Source of referral, if any

Part IV: Consideration for Patient’s Time
1. Even the busiest offices can run efficiently and stay on schedule. A room full of waiting patients means that either the scheduler is inept at his or her job or the physician is taking too long with the patients. In either case, the scheduler can rectify the problem by knowing the physician and his or her habits, preferences, and needs.
2. 15
3. 3 or 5
4. Many patients feel frustration, agitation, fear, concern, and tenseness while waiting in the reception area; however, other patients are completely comfortable and at ease with visits to the physician’s office.

**Part V: Patient Confidentiality**

1. Place the chart in the holder so that the patient’s name is not visible to those passing in the hallway.
2. Use a system that allows the previous patient’s name to be removed or marked out so that other patients cannot see the names of those who entered the office earlier in the day.

**Part VII: The End of the Day**

1. Pull the medical records for the next day, and check off the patients’ names on a copy of the appointment schedule to be sure that all of the records have been located and are ready. Occasionally more than one patient may have the same or a similar name. Check the patient’s Social Security number, date of birth, or other pertinent information to ascertain that the right medical record has been pulled. Review each record to verify that any recently received information, such as laboratory reports and radiograph readings, has been correctly entered into and permanently attached to the record. Arrange the medical records sequentially in the order in which the patients are scheduled to be seen. The medical assistant may be expected to place the records of all the patients to be seen that day on the physician’s desk, but it is more likely that the physician will prefer to review each record just before entering the examination room. Be sure that there is enough space on the progress notes for the physician to write in the record. If not, place additional progress notes in the record. Make certain that patient examination rooms are clean and stocked with supplies. Neaten the reception area as well.

2. Lock cabinets, put files away, perform day-end bookkeeping procedures, prepare for the next day, make bank deposit, and so on.

3. Remember that the physician’s office is a business, just like a retail store, a grocery store, or any other establishment that offers a product. By asking for payment, the medical assistant is performing a service much as a clerk in a retail store does. The customer or client in the medical office is the patient, and he or she should expect to pay for services rendered.