


FACULTY PRACTICE GROUP – Ambulatory Operations		
STANDARDS AND GUIDELINES		
SECTION:	Practice Appearance	REFERENCE #:
SUBJECT:	Reception Waiting Areas	PAGE: 1 OF 1
APPROVALS:	FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: N/A EAC: N/A	EFFECTIVE: 10/2008

PURPOSE:

- It is the goal of the FPG to provide patient-centered care and deliver quality and service in all aspects of care, including the reception/waiting areas to ensure the comfort of our patients.

POLICY:

Staff Greeting of Patients and Visitors in all Clinical Areas

- All patients/visitors will be acknowledged at time of arrival at the reception desk.
- Staff will greet the patient with “Hello, may I help you?” and address the patient with Mr. or Mrs., as indicated.
- If staff is busy when patient arrives, the staff member will acknowledge arrival and say “I will be right with you.”
- Additional reception courtesy standards include:
 - Greetings will be directed to the patient in a patient-friendly, non-distracting way.
 - Sensitivity in asking questions in open areas will be maintained to respect privacy.
 - Current magazines, television, or music to distract patients from waiting and private conversations.
- Reception desk appearance guidelines include:
 - No loud talking at desk.
 - No personal calls made/taken at desk.
 - No crafts, personal business or playing of computer games at desk.
 - No food allowed in reception or patient care areas.
 - No radios or other electronic distractions permitted, including cell phones.
- Name tags will be worn by all employees in FPG clinical areas that clearly note name, clinical area and job function.
- The Work Rules have been developed to standardize dress codes across the FPG.
- Furniture in good condition, free of stains, posing no harm to patients.
- Practice hours will be clearly posted on the front door and/or at the front desk.
- Notice of Privacy Practices will be clearly posted and copies available for patients.
- Educational materials for patients specific to the practice’s specialties.

REVISION HISTORY

Effective Date:
 Review Date:
 Revised Date: