CHAPTER 8

Patient Reception
Lesson 2:
Completing a Patient Visit and Closing the Office
Lesson Objectives

Upon completion of this lesson, students should be able to:

1. Define and spell the terms to learn for this chapter.
2. Describe how to handle the angry patient.
3. Describe how to handle a waiting room emergency.
4. Explain the procedure for closing the office.
Escorting the Patient into the Examination Room

- All patients personally escorted into examination room
- Ask patient to state name and date of birth and check it against the chart
- After patient arrives in exam room, explain what clothing patient should remove
- Point out the gown or sheet for patient to use after undressing
Escorting the Patient into the Examination Room

• When patient is situated, state approximately when the doctor will be in to see them

• If EHRs are used, be certain that no data are visible on computer screen

• Never leave patient alone with his or her chart

• Critical to ensure information is not removed from chart or lost
FIGURE 8-6  The medical assistant escorts the patient into the examination room.
Completing the Patient Visit

- After physician has completed the exam, return to exam room and knock before entering.
- Give patient instructions about what to do next.
- At the end of the visit, physician indicates on encounter form what treatment was given, supporting diagnosis, charge.
Completing the Patient Visit

- Encounter form to receptionist or cashier
- Payment arrangements made before patient leaves the office
- Always ask the patient if he or she has any additional questions
- When a patient is checking out, make it clear when everything is complete
Patient Education

- Always ensure patient communication is provided at a level patient understands.
- Stress importance of calling office if more instructions or clarification is needed.
Patient Education

- If patient asks a question you cannot answer or are unsure how to answer, ask physician or another individual in office who might be able to help.
Closing the Office

- Purposes of closing procedures: ensure security of premises and to prepare in advance for the next day
  - List of no-shows and cancellations
  - Cash box counted and balanced
  - Queuing up EHRs or pulling paper charts for patients scheduled for the next day
  - Equipment and lights turned off and all doors secured
Managing Special Situations

• Responding to Angry Patients
  ▪ Respond quickly
  ▪ Show understanding and patience
  ▪ Ask patient to come into a quiet office
  ▪ Ask patient to identify what he or she perceives the problem to be
Managing Special Situations

• Responding to Angry Patients
  ▪ Discuss possible solutions
  ▪ Use a very quiet, calm manner
  ▪ Keep your voice low to help calm the patient
Managing Special Situations

- Patients with Intellectual Disabilities
  - Characterized by below-average intelligence and lack of skills necessary for daily life activities
  - If patient becomes disruptive in reception room, respectfully escort patient to exam room
  - Always treat them with courtesy and compassion
Managing Special Situations

• Supporting Children
  ▪ Young children always supervised by adult who brings them in
  ▪ Explain to parent during check-in that children cannot be left unattended
  ▪ Usually, children go into examination room with adult patient
  ▪ Teenagers may be seen without their parents
Handling Medical Emergencies in the Reception Area

- Be familiar with office policies regarding emergency treatment of patients
- Respond quickly to reception area emergencies
- Stop whatever you are doing to give assistance immediately
- Ask another staff member to alert physician
Handling Medical Emergencies in the Reception Area

• Tell available staff to give you assistance or to call 911 if emergency transport to a hospital is necessary
• Do not leave patient unattended
Handling Medical Emergencies in the Reception Area

• In certain emergency situations, MA may be required to start first aid procedures

• In most offices, cardiopulmonary resuscitation (CPR) certification required
Handling Medical Emergencies in the Reception Area

• Perform only procedures you have been trained to perform
• If a family member is present who wishes to accompany patient having the emergency, allow person to do so unless prohibited by office policy
Handling Medical Emergencies in the Reception Area

• Important for staff member to keep family member or companion informed about what is being done and next steps
Questions?