

# Standard Operating Procedures for All Doctors

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Introduction

## Chapter One

Strategic Planning for Peak Performance, Service,  
and Profits

## Chapter Two

Building Your Own SOPs Productivity Pyramid

## Chapter Three

A SOP for SOP-Building

### Section One Mission Statement

Mission Statement Questionnaire	<i>msquest.doc</i>
Sample Mission Statement	<i>mission.doc</i>
Desired Outcome Fulfills the Mission Statement	<i>desirems.doc</i>

### Section Two Performance Agreements

Introduction and Instruction	<i>paintro.doc</i>
Office Manager	<i>paofcmgr.doc</i>
Receptionist	<i>paleadrec.doc</i>
General Front Office Assistant	<i>pagenfo.doc</i>
Patient Account Administrator	<i>paacctadm.doc</i>
Medical Records Technician	<i>pamedrec.doc</i>
Switchboard Operator	<i>paoper.doc</i>
Certified Medical Assistant	<i>pacma.doc</i>
Clinical Supervisor/RN	<i>paclinsup.doc</i>
OSHA & Regulatory Compliance Coordinator	<i>paregcor.doc</i>
Privacy Officer	<i>paprivacy.doc</i>
Task Inventory: Front Office	<i>fotaskinv.doc</i>
Task Inventory: Clinical	<i>clintaskinv.doc</i>
Task Inventory: Management	<i>mgntaskinv.doc</i>

## Section Three General Front Office

Opening the Front Office	<i>openof.doc</i>
Closing the Front Office	<i>closing.doc</i>
Communicating with the Answering Service	<i>ckansw.doc</i>
Answering the Telephone	<i>anstel.doc</i>
Sample Schedule	<i>sampsched.doc</i>
<i>Appointment Scheduling:</i>	
General Guidelines	<i>apptsk.doc</i>
Abbreviations Used in Scheduling	<i>abbrev.doc</i>
Verbal Skills	<i>apptverb.doc</i>
New Patient	<i>newpt.doc</i>
Routine Physical Exams/Pap Smears	<i>rouptp.doc</i>
Follow-Up or Return Visits	<i>return.doc</i>
Acute Emergencies	<i>acutem.doc</i>
Specialists and Other Facilities	<i>schedspec.doc</i>
Treadmill	<i>schedtreadm.doc</i>
Sigmoidoscopy	<i>schedsgmd.doc</i>
Biopsy	<i>asbiopsy.doc</i>
Joint Injection	<i>asjoint.doc</i>
<i>Nurse Services:</i>	
Audiogram	<i>asaudio.doc</i>
Injections	<i>asinject.doc</i>
Blood Pressure	<i>asbloodp.doc</i>
Pulmonary Function Test (PFT)	<i>aspft.doc</i>
Holter Monitor	<i>asholter.doc</i>
Ear Lavage	<i>asearlav.doc</i>
EKG	<i>asekg.doc</i>
Patient Request for Medical Records	<i>prmedrd.doc</i>
<i>Patient Charts:</i>	
Filing Lab Results and Correspondence	<i>filab.doc</i>
Maintaining Patient Charts	<i>ptrecords.doc</i>
Superbill and Chart Prep	<i>superbl.doc</i>
Pulling Charts	<i>pullch.doc</i>
Next Day	<i>nexday.doc</i>
Confirming Appointments	
Generating, Typing, & Posting the Schedule	<i>scheds.doc</i>
Morning Huddles	<i>mornhudl.doc</i>
Ordering Supplies	<i>orderg.doc</i>
Managing Supply Costs	<i>splcost.doc</i>
Greeting and Checking In Patients	<i>greetseat.doc</i>
Patient Dismissal	<i>ptdismiss.doc</i>
Collecting the Day of Treatment	<i>colldayoftx.doc</i>
Collecting & Authorizing Credit Card Payments	<i>creditcd.doc</i>
Operating Office Equipment	<i>opequip.doc</i>
Clean/Disinfect Reception Area	<i>cleanre.doc</i>
Processing Mail	<i>mail.doc</i>
Insurance Carrier Request for Medical Records	<i>insreq.doc</i>

## Section Four Bookkeeping and Data Entry

Posting Charges and Payments	<i>crgpays.doc</i>
Closing Out The Day	<i>closeday.doc</i>
End of Month Closing	<i>closemth.doc</i>
End of Year Closing	<i>closeyr.doc</i>
Refunds	<i>refund.doc</i>
<i>Insurance:</i>	
Electronic Claims Transmission	<i>elclaims.doc</i>
Mailing Forms	<i>mailclaims.doc</i>
Tracking Insurance	<i>trackins.doc</i>
<i>Statements:</i>	
Preparing for Statements	<i>staprep.doc</i>
Printing and Mailing Statements	<i>printstat.doc</i>
Mid-Month Statements	<i>midmths.doc</i>
Handling Patient Questions	<i>billquest.doc</i>
Insurance Resource Guide	<i>insres.doc</i>
Referring Accounts to Collection	<i>sreferr.doc</i>
Reconciling Capitated Payments	<i>mancare.doc</i>

## Section Five General Back Office

Opening the Back Office	<i>sopeng.doc</i>
Closing the Back Office	<i>sclosng.doc</i>
OSHA and the Back Office	<i>oshbo.doc</i>
Monitoring Expiration Dates of	
Perishables	<i>sperish.doc</i>
Greeting and Escorting Patients	<i>greetesc.doc</i>
Patient Dismissal	<i>dismiss.doc</i>
<i>Procedures:</i>	
Audiogram	<i>audio.doc</i>
Blood Pressure	<i>bpressur.doc</i>
Ear Lavage	<i>earlavag.doc</i>
EKG	<i>ekg.doc</i>
Excisional Biopsy	<i>exbiopsy.doc</i>
Flexible Sigmoidoscopy	<i>flexsig.doc</i>
Holter Monitor	<i>hmonitor.doc</i>
Joint Injection	<i>jointinj.doc</i>
Pap Smear	<i>papsmear.doc</i>
Pulmonary Function Test (PFT)	<i>pftests.doc</i>
Injectable Medications	<i>injmeds.doc</i>
Clinical Abbreviations	<i>clabbrev.doc</i>
Ordering Medical Supplies &	
Pharmaceuticals	<i>ordersup.doc</i>
Monitoring Refrigerator/Freezer	
Temperatures	<i>srefrig.doc</i>
Stocking Exam Rooms	<i>stocking.doc</i>
<i>Cleaning and Maintenance:</i>	
Facility	<i>cleanfac.doc</i>
Equipment Inspections &	
Maintenance	<i>seim.doc</i>
Cleaning Exam Rooms	<i>scleanex.doc</i>
Clean Reception Area	<i>clnrecept.doc</i>

Instrument Sterilization	<i>sterisnst.doc</i>
Prescriptions	<i>prescript.doc</i>
Prescription Refills: Patient Telephone	
Requests	<i>sprescri.doc</i>
HMO Authorizations	<i>shmo.doc</i>
Meeting with Pharmaceutical	
Representatives	<i>sphara.doc</i>
Clinical Staff Dress Code	<i>sdressed.doc</i>
<i>Room Diagrams:</i>	
Medical Assistant Station	<i>diamedasst.doc</i>
Doctor's Work Station	<i>diaphystat.doc</i>
Phlebotomy Room	<i>diaphlebot.doc</i>
Exam Room	<i>diaexamrms.doc</i>
Procedure Room	<i>diaprocrm.doc</i>
Sterilization Area	<i>diasterilz.doc</i>

## Section Six Management/Marketing

<i>Business &amp; Leadership</i>	
The Business of Medicine	<i>busmed.doc</i>
Leadership by Design	<i>assess.doc</i>
Dealing With the Hostile Patient	<i>hostile.doc</i>
OSHA and Regulatory	
Compliance	<i>osha.doc</i>
Facilitating and Conducting Staff	
Meetings	<i>sfacstf.doc</i>
Continuing Education	<i>contedu.doc</i>
Convention Attendance	<i>convattd.doc</i>
Marketing	<i>marketg.doc</i>
Nine Moments of Truth	
Marketing Analysis	<i>markany.doc</i>
Conducting Patient Satisfaction	
Surveys	<i>condptsrvy.doc</i>
Dazzle Cards	<i>dazzle.doc</i>
Managing Patient Finances	<i>spatfin.doc</i>
Managing Medical Supply Cash	
Flow	<i>cshflo.doc</i>
Saving On General Office	
Supplies	<i>savegen.doc</i>
Business, Life, and Disability	
Insurance for the Doctor	<i>docins.doc</i>
Licensing and Other	
Requirements	<i>liscreq.doc</i>
Office Security Check List	<i>offsecur.doc</i>
<i>Personnel Management</i>	
Personnel Management	<i>persissu.doc</i>
Finding and Hiring the Right	
People	<i>hireemp.doc</i>
New Employee Orientation	<i>orient.doc</i>
Front Office Training Schedule	<i>frtrain.doc</i>
Back Office Training Schedule	<i>bktrain.doc</i>
Staff Evaluations and	
Performance Planning	<i>stafevl.doc</i>

Conflict Resolution	<i>conreso.doc</i>
Creating a Team Agreement	<i>teamagr.doc</i>
Morale Questionnaire	<i>morale.doc</i>
<i>HIPAA Compliance</i>	
HIPAA Compliance in the Medical Office	<i>HIPPAcomply.doc</i>
Communicating Privacy Practices to Our Patients	<i>commprivacy.doc</i>
When an Authorization is Needed	<i>whenauth.doc</i>
Verification of Identity	<i>verifyid.doc</i>
Applying the Minimum Necessary Standard	<i>minnec.doc</i>
Business Associate Agreements	<i>busassoc.doc</i>
Staff Training of Privacy Policies and Procedures	<i>stftrain.doc</i>
Discipline and Sanctions for Violations of Privacy Policies	<i>discstaff.doc</i>
Patient Complaints	<i>ptcomp.doc</i>
Right to Access	<i>accessreq.doc</i>
Request to Amend Record	<i>amendreq.doc</i>
Accounting for Disclosures	<i>acctdisc.doc</i>
Disclosures Log	<i>disclog.doc</i>
Request for Restrictions on Use or Disclosure	<i>restriction.doc</i>
Request for Alternative/Confidential Communications	<i>confcomreq.doc</i>
Faxing	<i>faxing.doc</i>
Email	<i>email.doc</i>
Summary of Computer Programs	<i>sumprograms.doc</i>
Virus and Hacker Protections	<i>virushack.doc</i>
Paper Records Handling and Storage	<i>paperhand.doc</i>

<b>Section Seven</b>
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<b>Forms</b>
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Patient Information	<i>patinfo.doc</i>
Patient Responsibility Form	<i>patresp.doc</i>
Medical Health History Questionnaire	<i>medhealt.doc</i>
Medical Procedure Note	<i>medproce.doc</i>
Patient Sign-In	<i>signin.doc</i>
Authorization for Release of Medical Records	<i>medauth.doc</i>
Medical Office Advisors and Vendors	<i>advisors.doc</i>
Eligibility Guarantee	<i>eligifm.doc</i>
Billing Information Request	<i>billing.doc</i>
Denial Notification	<i>denial.doc</i>
Final Collection Notice	<i>fcollect.doc</i>
Balance Due	<i>baldue.doc</i>
In-Patient Charges	<i>inpatien.doc</i>
Samples of Statement Message Stickers	<i>stickers.doc</i>
Batch Header	<i>batch.doc</i>
Specialty Referral Form	<i>specref.doc</i>
Facsimile Transmittal Cover Sheet	<i>faxform.doc</i>
Authorization for Credit Card Automatic Deduction	<i>authcc.doc</i>
Referral Form	<i>insref.doc</i>
Temperature Log	<i>templog.doc</i>
Nine Moments of Truth	<i>9moments.doc</i>
Team Survey	<i>teams.doc</i>
Strategy and Goal Sheets	<i>stragoal.doc</i>
Please, Lets...	<i>plslets.doc</i>
GAP Analysis	<i>gapform.doc</i>
Performance Agreement Worksheet	<i>pawksht.doc</i>
Morning Huddle	<i>huddle.doc</i>
Meeting Agenda	<i>agendas.doc</i>
Meeting Evaluation	<i>meetinge.doc</i>
Patient Satisfaction Survey	<i>patqtnr.doc</i>