

# 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>mgttaskinv.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>      |
| Confirming Appointments                       | <i>nexday.doc</i>      |
| 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>   |

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| <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>  |