

**Medical Office
Policy and Procedure Manual**

2007 Edition

**NORTH CAROLINA
MEDICAL SOCIETY**

UTILIZING THIS MANUAL

The policy and procedure manual is essential to the efficient operation of every medical practice. Its purpose is multifold: to serve as a training and orientation guide for new employees, to serve as an ongoing reference for staff, and to serve as a risk management tool that lowers liability exposure in the office.

This publication is in template form to help you develop a policy and procedure manual for your medical practice. For the manual to be effective you must keep it current and you must share it with your entire staff. Above all, you must implement and enforce the policies and procedures contained in your manual!

This manual is intended to serve the needs of small practices in North Carolina. If you are a mental health provider, your practice conducts research, is involved in unusual marketing activities, or is a clinical facility located on the employer's site, you should make appropriate inquiries regarding additional HIPAA considerations that are beyond the scope of this manual.

The publication is designed to provide general information in regard to the subject matter covered and is provided with the understanding that the authors are not engaged in rendering legal, medical, or other professional services. Although prepared by professionals, information provided in this handbook should not be utilized as a substitute for professional services in specific situations. If you require coding, legal, medical, or other expert advice, you should seek the services of a professional at that time.

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EEE. Employment Application

FFF. Telephone Reference Check

GGG. Disciplinary Action Form

HHH. Performance Appraisal