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Blackwell's Five-Minute Veterinary Practice Management Consult, Second Edition has been extensively updated and expanded, with 55 new topics covering subjects such as online technologies, hospice care, mobile practices, compassion fatigue, practice profitability, and more. Carefully formatted using the popular Five-Minute Veterinary Consult style, the book offers fast access to authoritative information on all aspects of practice management. This Second Edition is an essential tool for running a practice, increasing revenue, and managing staff in today's veterinary practice. Addressing topics ranging from client communication and management to legal issues, financial management, and human resources, the book is an invaluable resource for business management advice applicable to veterinary practice. Sample forms and further resources are now available on a companion website. Veterinarians and practice managers alike will find this book a comprehensive yet user-friendly guide for success in today's challenging business environment. This no-nonsense guide to being a receptionist is just the handbook corporate America has been waiting for! Every front desk employee should be required to read this delightful, quirky little book. The illustrations keep it rolling, and the text is as insightful as it is humorous. It covers topics on clothing and image, core reception skills and more! With tips on how to get organized and examples of just what to say in every situation, this is a "must have" for any receptionist who has ever felt upstaged by the rest of the office! A practical guide to identifying risks in veterinary patients and tailoring their care accordingly Pet-specific care refers to a practice philosophy that seeks to proactively provide veterinary care to animals throughout their lives, aiming to keep pets healthy and treat them effectively when disease occurs. Pet-Specific Care for the Veterinary Team offers a practical guide for putting the principles of pet-specific care into action. Using this approach, the veterinary team will identify risks to an individual animal, based on their particular circumstances, and respond to these risks with a program of prevention, early detection, and treatment to improve health outcomes in pets and the satisfaction of their owners. The book combines information on medicine and management, presenting specific guidelines for appropriate medical interventions and material on how to improve the financial health of a veterinary practice in the process. Comprehensive in scope, and with expert contributors from around the world, the book covers pet-specific care prospects, hereditary and non-hereditary considerations, customer service implications, hospital and hospital team roles, and practice management aspects of pet-specific care. It also reviews specific risk factors and explains how to use these factors to determine an action plan for veterinary care.

This important book: Offers clinical guidance for accurately assessing risks for each patient Shows how to tailor veterinary care to address a patient's specific risk factors Emphasizes prevention, early detection, and treatment Improves treatment outcomes and provides solutions to keep pets healthy and well Written for veterinarians, technicians and nurses, managers, and customer service representatives, Pet-Specific Care for the Veterinary Team offers a hands-on guide to taking a veterinary practice to the next level of care. This one-of-a-kind training manual will show students and professionals how to efficiently serve clients, staff and management. A "must have" resource, this manual covers everything a professional receptionist needs to know to succeed in a career, from procedures to techniques. Just some of what you will learn includes: - How to function as a more professional level and achieve a more satisfying position -How to run an appointment desk, greet clients, sell retail products and bookkeeping -How to establish positive relationships with management and staff ALSO AVAILABLE AUDIOTAPE, ISBN: 1-56253-307-X Aimed at the newly appointed GP receptionist, this practical text contains tasks for the reader to complete and samples of forms which can be photocopied. There is an emphasis on confidentiality and accuracy, and the text reflects changes in practice, including fundholding and the importance of IT. A Handbook to the Reception of Ovid presents more than 30 original essays written by leading scholars revealing the rich diversity of critical engagement with Ovid's poetry that spans the Western tradition from antiquity to the present day. Offers innovative perspectives on Ovid's poetry and its reception from antiquity to the present day Features contributions from more than 30 leading scholars in the Humanities. Introduces familiar and unfamiliar figures in the history of Ovidian reception. Demonstrates the enduring and transformative power of Ovid's poetry into modern times. The Front desk is responsible for answering inquiries, directing queries to the correct personnel/department. Communication skills and personal appearance are very important and influencing factors. A person should be confident, warm, polite, patient, and sincere to deal with the queries of guests at the Front Office. Read on to discover: - What a profitable front desk looks like and how to know if you have one. - Why your front desk is most likely draining your profits right now, and how to identify and plug the holes in your leaking bucket. - Why transforming your front desk is the answer to 7 out of 10 problems your practice faces every day. - What veterinarians, practice owners, and managers must understand and communicate to staff before attempting any changes to their front desk. Neglect this and you'll have a mutiny. - How your front desk holds the keys to achieving maximum compliance from every client, turning them into loyal, life-long supporters, who will never consider going to any other practice. - How to equip your front desk to handle any situation with ease and confidence, regardless of the circumstance. - The three questions a particular front desk asked each of their clients increased appointment conversions by 524% in one month. This no-nonsense guide to being a receptionist is just the handbook corporate America has been waiting for! Every front desk employee should be required to read this delightful, quirky little book. The illustrations keep it rolling, and the text is as insightful as it is humorous. It covers topics on clothing and image, core reception skills and more! With tips on how to get organized and examples of just what to say in every situation, this is a "must have" for any receptionist who has ever felt upstaged by the rest of the office! This wide-ranging volume looks at the reception history of the Bible's many texts; Part I surveys the outline, form, and content of twelve key biblical books that have been influential in the history of interpretation. Part II offers a series of in-depth case studies of the interpretation of particular biblical passages or books. This best-selling classic has now been fully revised, expanded and updated. It has established itself over ten years and with three previous editions as the essential handbook for study and daily reference. Medical Receptionists and Secretaries Handbook, Fourth Edition contains vital information for all staff enabling them to work efficiently and effectively both within the NHS and private medical

sectors. It encourages an understanding of the importance of administrative staff in providing high standards of patient care and promotes teamwork throughout the whole healthcare environment. No medical receptionist, secretary or healthcare administrator should be without it! Cameron has created a how-to book that helps get job hunters from the resume to job ready and be able to successfully function in a business environment. "There are books on how to prepare a resume, questions and answers about different subjects, not one that blends it all" Cameron explains on the uniqueness of "Are you looking for an administrative job?" "Are you looking for an administrative job?" is especially helpful in support of administrative receptionists, secretaries and administrative assistants. This manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures. The book, an updated and expanded version of the previous (fourth) edition, is divided into seventeen sections, covering such topics as law office organization, management, and administration, support personnel, office policies, personnel policies and benefits, office security and emergency procedures, financial management, file systems, technology, and communications systems. The book contains numerous sample forms and documents, as well as extensive bibliographies. A CD containing the entire text of the manual is included, allowing customization of the manual for particular user needs. Taking the receptionist into the recession with fighting spirit and smart strategies. This Handbook provides a comprehensive survey of Catholic, Orthodox, and Protestant philosophical and theological reception of Thomas Aquinas over the past 750 years. Medical Receptionist Handbook to Success is a comprehensive learning tool for the enhancement of front office personnel in a healthcare setting. Handbook offers implementable tools to promote effective communication, customer service, and productivity. This is the first comprehensive study of the reception of classical architecture in different regions of the world. Exploring the impact of colonialism, trade, slavery, religious missions, political ideology and intellectual/artistic exchange, the authors demonstrate how classical principles and ideas were disseminated and received across the globe. By addressing a number of contentious or unresolved issues highlighted in some historical surveys of architecture, the chapters presented in this volume question long-held assumptions about the notion of a universally accepted 'classical tradition' and its broadly Euro-centric perspective. Featuring thirty-two chapters written by international scholars from China, Europe, Turkey, North America, Mexico, Australia and New Zealand, the book is divided into four sections: 1) Transmission and re-conceptualisation of classical architecture; 2) Classical influence through colonialism, political ideology and religious conversion; 3) Historiographical surveys of geographical regions; and 4) Visual and textual discourses. This fourfold arrangement of chapters provides a coherent structure to accommodate different perspectives of classical reception across the world, and their geographical, ethnographic, ideological, symbolic, social and cultural contexts. Essays cover a wide geography and include studies in Italy, France, England, Scotland, the Nordic countries, Greece, Austria, Portugal, Romania, Germany, Poland, India, Singapore, China, the USA, Mexico, Brazil, New Zealand and Australia. Other essays in the volume focus on thematic issues or topics pertaining to classical architecture, such as ornament, spolia, humanism, nature, moderation, decorum, heresy and taste. An essential reference guide, The Routledge Handbook on the Reception of Classical Architecture makes a major contribution to the study of architectural history in a new global context. Otolaryngologists are working harder than ever to reduce costs, increase efficiency, and lessen their reliance on hospital-based surgery. This book - with contributions from more than 60 leading experts - is the guide they need to keep up with this important trend. A comprehensive, one-source reference, the guide begins with detailed information on office set-up and management, reimbursement, credentialing, and legal issues. It then provides step-by-step, fully illustrated coverage of more than 50 different office-based procedures. Highlights include:

Complete how-to instruction in the most important new procedures in otology, laryngology, rhinology, oral surgery, and head and neck surgery Detailed coverage of endoscopic and laser-based techniques Special section on office procedures in cosmetic and facial plastic surgery, including otoplasty, rhinoplasty, face lift, and hair transplantation Practical information on managing the office and handling credentialing, insurance, and reimbursement Offering compelling insights into the Italian adaptation of diversified English products, this volume is addressed to both scholars and students wishing to delve into the field of reception studies. It focuses on literary, multimedia and audiovisual translation due to the conviction that the modalities through which the imprinting of "Italianness" is marked upon several English hypertexts are still worth investigating today. The contributions here highlight how some choices may, in some instances, alter the meaning as much as the success of some English aesthetic texts, by directing, if not possibly undermining, the audience reception. Computer disks can be used with WordPerfect or Word to draft different text and replace entire sections of the manual with customized versions of how receptionists should deal with specific problems.

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