Inner Office Communication Policy

All of our departments work together. Each department owns a specific part of the overall company product, but they then turn their products over to the next department to continue through the workflow. This includes marketing, referrals, walk-ins, insurance verification, scheduling, conducting surgery and post-op patient care, etc.

To ensure all front-office and back-office staff are aligned and coordinate anything needed for the scheduled surgeries, the morning huddle is a required part of our daily schedule.

In order to keep everyone focused and for to-dos not to be forgotten, verbal communication should be kept to a minimum and only used to communicate when absolutely necessary. Most communication concerning general office matters should be done through email.

Emails should be answered in a timely manner, so as not to necessitate a verbal conversation.

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