Interruptions Policy

All administrative roles that deal with paperwork must pay close attention to details and work with a high-level of efficiency. Efficiency is defined as “performing or functioning in the best possible manner with the least waste of time and effort.” A top culprit for reduced efficiency is interruptions.

Questions involving patient care or service should be handled immediately. For anything else, you must send the question via email to minimize interruptions and distractions. Too many interruptions can lead to a loss in productivity and can result in an increase of errors.

For instance, if the financial care coordinator is entering numbers into a financial sheet and someone calls to ask when the supplies may be arriving, this interrupts their train of thought and will result in them having to recount or could even result in an error being made.

As another example, someone may believe that their question is “quick,” so they go to ask the personnel manager. By the end of the day, the personnel manager has answered 15 “quick questions” from different employees that interrupt what they were working on.

Here are some additional guidelines that must be followed in order to reduce interruptions and distractions:

* Staff should use the morning huddle to have most of their questions answered. The morning huddle should occur before 9:00 a.m. so that everyone is coordinated before the practice becomes busy. After the meeting, the personnel manager must contact the patient ambassador for each office to go over any issues.
* Everyone must routinely check their emails throughout the day to ensure there are no outstanding questions or issues to be resolved.
* Staff should not get involved in office chatter or conversations that are not pertinent to their position.

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