

Reception Procedures:

Objective: to maintain a level of professionalism, HIPAA compliance and efficiency at the entry point of the XXX Dispensary Facility for all patients and visitors

- A. XXX receptionist will receive HIPAA certification training and certification
- B. HIPAA certification will be renewed every 2 years
- C. certification will be maintained by Office Manager
- D. XXX receptionist will report to direct XXX supervisor, XXX Office Manager, any problems or concerns regarding reception procedures
- E. XXX receptionist will arrive at XXX up to 30 minutes before start of business day, unless otherwise specified by Office Manager
- F. receptionist will keep reception area clean and free from debris
- G. all PHI (protected health information) will be kept out of view of arriving XXX patients and visitors
- H. receptionists will maintain adequate copies of Patient Intake Forms and Patient Handouts at all times
- I. receptionist will retrieve voicemail messages before start of business day
- J. voicemail messages are to be relayed to the corresponding XXX employee with due diligence
- K. at start of business, receptionist will allow first arriving patient into entry vestibule
- L. patient gives receptionist current, valid Mass marijuana registration card plus one current, valid secondary form of identification
valid forms of identification include:
 - CT state issued driver's license or state issued ID
 - U.S Passport
 - US military ID
- M. once patient verified, they are buzzed into dispensary area
- N. Any "NOTES" in computer software patient account must be relayed to the proper XXX employee as needed
- O. receptionist will inform Dispensary if there are existing physician instructions required for patient from prescriber. Receptionist may **not** write down instructions and give to Dispensary - they must be written by technician
- P. phones must be answered within 4 rings

Q. Computer IM messaging will be utilized to communicate with Dispensaries and technicians in the dispensing area

R. new **XXX** patients are given Intake Paperwork, Patient Handouts, and HIPAA forms. forms must be completed before sending in patient for consultation (I included these under Attachment C if you want to add them on)

S. if there is a backup of more than 2 patients, the receptionist is to call the Office Manager for assistance