



Medical Receptionists And Secretaries Handbook

Mari Robbins

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This practical book has become established as a key source of information for medical receptionists and secretaries in both the NHS and the private sector. It aims to provide the knowledge to enable all administrative staff to work more efficiently and effectively. This third edition has been fully revised and updated, and incorporates all the recent changes in the National Health Service. It now includes a chapter on complementary medicine, and reflects on new and proposed initiatives that may occur in the future. It gives administrative staff an understanding of the importance of their role in dealing with patients, contributing to a high standard of patient care.

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