

OFFICE PROCEDURES MANUAL



LAWYERS
MUTUAL

LIABILITY INSURANCE
COMPANY OF
NORTH CAROLINA

RISK MANAGEMENT PRACTICE GUIDE OF LAWYERS MUTUAL

AN OFFICE POLICIES AND PROCEDURES MANUAL IS COMPOSED OF TWO DISTINCT SECTIONS.

1 The **OFFICE POLICIES SECTION** refers to rules and regulations, like employment, behavior, and inclement weather procedures.

2 THE **OFFICE PROCEDURES SECTION** documents administrative functions like file management, conflicts of interest checking, managing the trust account, calendaring, and routine activities like opening mail and answering the phone.

THE MANUAL

WRITING THE MANUAL

1. Use simple language. Sentences 20 words or less.
2. Have a detailed structure – outline format.
3. Use a positive tone.
4. Compile information before you begin to write the manual.
5. Avoid specific actions and instead focus on standard document preparation.
6. Organize information into categories to give the manual structure.
7. Create a production schedule.
8. Edit for consistency.
9. Establish a review.

STANDARD FORMATS

Policies and standards on the following:

- **Typography.**
- **Letters and Memos.** Including fax cover sheets.
- **Pleadings.** Include format rules dictated by the courts.
- **Other Documents.** This might include email formatting, forms, office signatures.



OFFICE STRUCTURE

- **Introduction.** Include firm's mission.
- **Building Layout and Access.** Maps of the building and office layout access to the office outside of business hours.
- **Job Descriptions.** Identify responsibility for jobs and tasks.
- **Supplies and equipment.** Location of supplies and equipment, and maintenance procedures.

OFFICE PROCEDURES

Detailed instructions on

- Security
- Emergency or Disaster
- Representing Firm
- Representing Clients
- Communications
- Filing System
- Docket Control System
- Finances

PERSONNEL POLICIES

- **General Policies.** Include federal and state regulations.
- **Employment.** Classification, personnel files, disciplinary/termination terms.
- **Conduct.** Include online behavior and use of office equipment and supplies.
- **Hours of Work.** Describe any telecommuting or alternate schedules.
- **Benefits.**
- **Holidays and Paid Leave.**

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Sample Office Procedures Manual

Marcel A. Müller



Sample Office Procedures Manual:

Law Office Policy & Procedures Manual Howard I. Hatoff, Robert C. Wert, 2006 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 polices 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

Simple Maintenance Office Procedures Manual Susan Welt, 1981

Professional Practice for Landscape Architects Rachel Tennant, Nicola Garmory, Clare Winsch, 2015-09-16 Professional Practice for Landscape Architects third edition deals with the practical issues of being a successful landscape architect professional Endorsed by the Landscape Institute this book is an indispensable guide for licentiate members of the Institute on their Pathway to Chartership It follows the revised 2013 syllabus covering all aspects of professional judgement ethics and values the legal system organisation and management legislation and the planning system environmental policy and control procurement and implementation It also serves as a reminder and reference for fully qualified professionals in their everyday practice and for landscape students Valuable information is presented in an easy to follow manner with diagrams and schedules key acts professional documents and contracts clearly explained and made easy to understand A handy list of questions are included to aid with P2C revision answers of which are found within the text

Modern Dental Assisting - E-Book Doni L. Bird, Debbie S. Robinson, 2020-03-13 Easily master all aspects of dental assisting with the most up to date and most trusted text available For more than 40 years students and practitioners alike have relied on Modern Dental Assisting for its cutting edge content easy to grasp writing style step by step procedures and top notch visuals And the new 13th edition is no exception With updated content including the latest technological advancements clinical photographs and new coverage on cultural diversity and how it relates to patient care this new edition will guide you from your first day of class all the way to your first job in dental assisting UNIQUE Trusted expert authors Doni Bird and Debbie Robinson present information and procedures in a way that makes it easy for students to understand and apply the material Comprehensive cutting edge content is presented in approachable writing style Step by step procedures for general and expanded functions use color coding and clinical photos to demonstrate key dental assisting competencies 70 procedural videos include questions and answers correlated to the chapter procedures with closed captioning in English and Spanish and audio narration in English UNIQUE Interactive Dental Office program provides in depth case studies integrated with periodontal charting radiographic mounting and more Dentrix practice management software on Evolve enables students to work with patient data much like they will in the office environment Recall and

Critical Thinking questions in each chapter provide opportunities for practice and application Feature boxes on infection control and CDC practice patient education and law and ethics summarize recommendations and key applications in practice Key terminology list helps students better comprehend the chapter and how the information applies to dentistry practice Learning and performance outcomes set goals for what students will accomplish and serve as checkpoints for comprehension and skills mastery NEW Information on cultural diversity grounds students in this important topic and how it relates to patient care and patient communication UPDATED art program provides vivid original renderings of dental anatomy tooth morphology and dental imaging along with improved photos of the latest products equipment and instruments NEW Coverage of the latest advances in general and specialty dental care covers technological advancements public health and access to care teledentistry infection control guidelines the Zika virus Ebola the oral systemic health connection and more NEW Updated critical thinking and recall questions challenge students and provide recollection skills

The Medical Office Policy Manual, 1996 Powers, Duties, and Operations of State Attorneys General National Association of Attorneys General. Committee on the Office of Attorney General, 1977 **Legal Information Buyer's Guide and Reference Manual** Kendall F. Svengalis, Rhode Island Law Press, 2008 **Administrative Medical Assisting** Marilyn Takahashi Fordney, Joan Johnson Follis, 1993 **Writing: a Practical Guide for Business and Industry** Charles William Ryan, 1974 **Government Reports Announcements & Index**, 1980 Report on the Office of Attorney General National Association of Attorneys General. Committee on the Office of Attorney General, 1971 **Archival Forms Manual** Society of American Archivists. Forms Manual Task Force, 1982 **Planning and Preparing Office Manuals** Dartnell Corporation, 1946 Administrative Support Cluster, 1997 Summary of Local Planning Documents in Illinois, 1973 **Texas Bar Journal**, 1972 *Resident & Staff Physician*, 1990 Resident and Staff Physician, 1989-07 **First National Conference, the National Association of Office Managers** National Office Management Association, 1944 *The Real Estate Appraiser and Analyst*, 1981

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