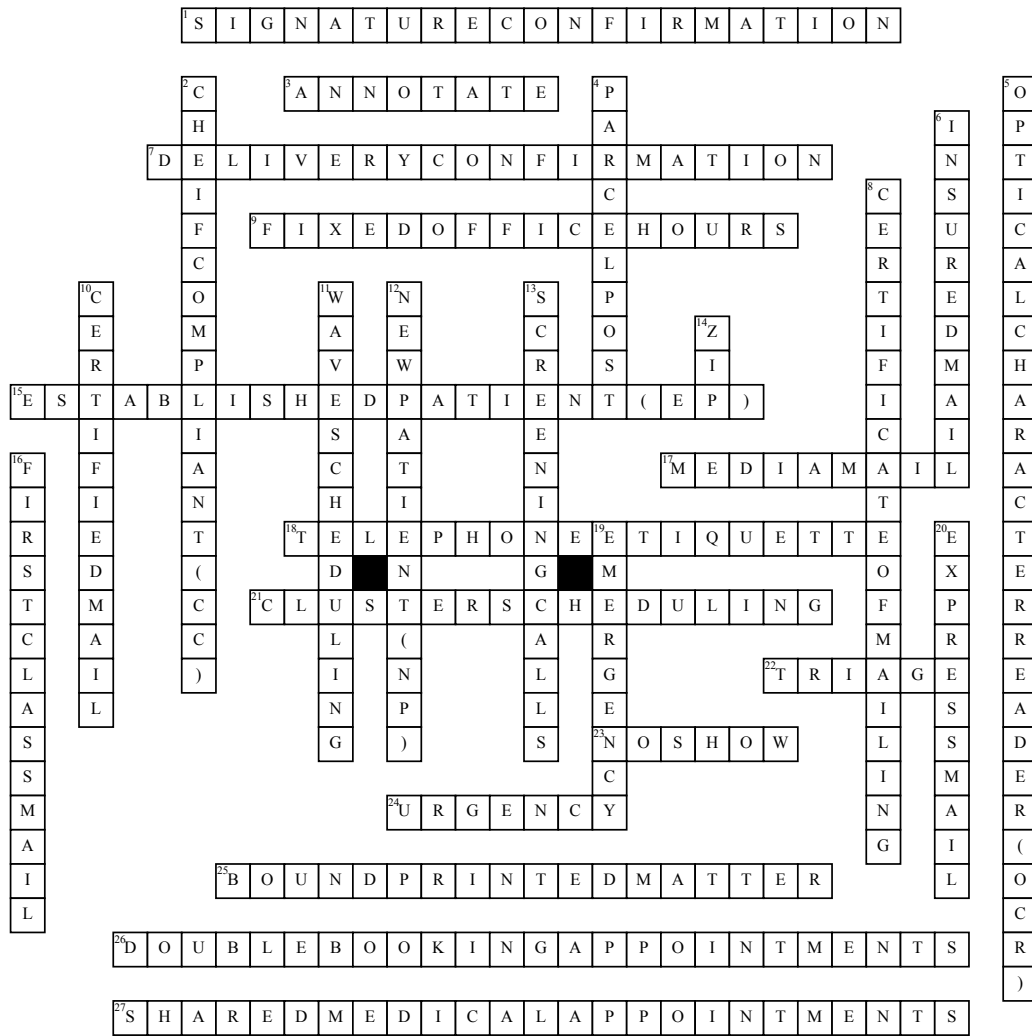


# Chapter 4 Terminology



## Across

1. US Postal Service delivery service that provides the date, ZIP, time of delivery, and signature of the person who accepted the delivery.
3. The act of making notes that are either helpful or necessary in the margins of communications before forwarding them to the physician.
7. The US postal service delivery service provides the date and time of delivery.
9. Designated hours during which the physician is available for scheduled appointments. Patients are typically seen based on their scheduled appointments times.
15. A patient who has seen the physician or a physician of the same specialty within the same practice in the last three years.
17. The rate used by the U.S. Postal Service for the mailing of books, videotapes, loose leaf pages, and binders; also called "Book Rate."
18. A set of skills and attitudes used when answering the phone that allows the assistant to sound alert, interested, and concerned.
21. A method that brings several patients at once, also known as wave scheduling and usually done on the hour.

22. The determination of how soon a patient needs to be seen by the physician based on whether the patient's condition requires immediate attention.

23. A patient who, without notifying the physician's office, fails to show up for an appointment.

24. A condition that requires immediate medical attention as a result of an unforeseen illness, injury, or condition, but is not defined as an emergency.

25. The classification of mail used for any material permanently bound by materials such as glue, staples, or spiral bounding.

26. This is used when the schedule is full and overflow patients are placed in a second column next to regular appointments.

27. A method of scheduling patients with the same condition in a group setting and at the same time.

## Down

2. The reason for the patient's visit to seek the physician's advice.

4. The classification of mail items 70 pounds or less and no more than 130 inches.

5. Equipment used to scan materials for data, such as a ZIP code.

6. Articles sent through the U.S. Postal Service or other carriers that are covered against loss or damage through the purchase or provision of insurance.

8. A receipt purchased at the time of mailing the documents the date the material was presented for mailing to the U.S. Postal Service.

10. A service offered by the U.S. Postal Service whereby the Postal Service keeps a record of delivery and the sender receives a mailing receipt.

11. Groups of patients are scheduled and arrive for appointments at the same stated time, such as on the hour (i.e., 1 pm.). Another group (or wave) of patients will arrive at the next schedule time (i.e. 2 pm.).

12. A patient who has not seen the physician or a physician of the same specialty within the same practice group for three or more years.

13. The practice of evaluating calls to decide on appropriate appointment action.

14. Abbreviation for Zone Improvement Plan, which is a system of the U.S. Postal Service of designating delivery of mail based on numerical codes.

16. Mail that weighs less than 13 ounces and usually is letters or bills and is sealed against postal inspection.

19. Acute symptoms of sufficient severity that the delay of medical attention would result in serious jeopardy to an individual or unborn child, serious impairment of body functions, or dysfunction of a body organ or part.

20. Service offered by the U.S. Postal Service that provides next-day delivery of items.

## Word Bank

Express Mail  
ZIP  
Triage  
Telephone Etiquette  
Fixed Office Hours  
Delivery Confirmation  
First Class Mail

Media Mail  
Emergency  
Shared Medical Appointments  
No-Show  
Cheif Compliant (CC)  
Double-booking Appointments  
Screening Calls

Established Patient (EP)  
Urgency  
Wave Scheduling  
Insured Mail  
Cluster Scheduling  
New Patient (NP)  
Certified Mail

Parcel Post  
Signature Confirmation  
Optical Character Reader (OCR)  
Bound Printed Matter  
Certificate of Mailing  
Annotate