

Contents

Preface: The Business of Mental Health	vii
Dedication	ix
Part A: Building a Practice	1
Introduction	3
1 Basic Mental Health Care Management Principles	15
2 Customer Service	41
3 Obtaining Third-Party Contracts and Working with Managed Care	69
4 Other Means of Obtaining Referrals	81
5 Hiring, Training, Paying, and Keeping Employees	103
6 Developing a Positive Professional Reputation	127
7 Effective Time Management	143
Part B: Administrative and Documentation Procedures	155
8 Billing Procedures	157
9 Administrative, Clinical, and Safety Policies and Procedures	179
10 Documentation Procedures	253
End-of-Book Humor	283
Index	285

