

DelCo PAHCOM

Sharing Knowledge

Lending Library

Delco Chapter Librarian: Mary Ann Tyler, CMM

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Library materials are loaned out for a period of 30 days. If you need to hold on to the borrowed material for more time, please contact Mary Ann.

Books

(The) ABC's of Empowered Teams

Bearing Up, a pathway to wellness

Breaking the Ice – How to Improve your On-The-Spot Communications

(The) Bully at Work

Casual Power – How to Power Up Your nonverbal communications and dress down for success

Coping with Supervisory Nightmares

Crazy Bosses – spotting them, serving them, surviving them

Cutting Costs in Medical Practices

How to Deal With Difficult People (2)

Dealing With Problem Employees – a Legal Guide

Exploring Personality Styles

Fish Tales

Fish

Great Openings & Closing

(The) High Value Manager

How Hot a Manager Are you?

How to present Like A Pro – Getting People to See Things Your Way

How To Be A More Effective Group Communicator

How To Manage Your Boss

Lifescritps – What to say to get what you want in Life's toughest situations

Managing from the Heart

Mastering the Reimbursement Process – AMA Mastering Patient Flow to Increase Efficiency and Earnings

Medical Office Communications

Nasty People – How to stop being hurt by them without becoming one of them

(The) One Minute Manager

Power Phrases – The perfect words to say it right

Priceless Motivation

Productivity Power (2)

(The) Reports Insurance Companies don't want you to have

Rightful Termination

Success With People
The Supervisor's Guide
Take Back Time: Bringing Time Management to Medicine
Winning Office Policies
Your Perfect Right – A guide to Assertive Living

Audio Library

How to Listen
(The) Power of Choice
Dealing With Disruptive Physicians
FISH Leaders guide
How to Build High Self Esteem
Right and Wrong Ways to Code your Medicare Claims
Karen Zupko's Financial Monitoring and Reporting or "Hey, How are we doing?" Web conference 2006
PA Medical Society's 2008 "The State of Medicine in Pennsylvania"
Telephone Doctor Customer Service Training - Basic, Basic Telephone Skills
The 7 Habits of Highly Effective People
9 Traits of Highly Successful Work Teams
How to Organize Your Life & Get Rid of Clutter
How To Deal With Difficult People
Templates for Time-Crunched Professionals
Self-Esteem and Peak Performance
Dealing with Conflict & Confrontation
Relationship Strategies

Conference Handouts

PAHCOM Meeting Handouts

CMM Exam – Sample Questions