



Family Practice Customer Service Training Sample

Issues

Common Situations.

A patient is claiming that she now has a cold and is certain she was infected by another person in the waiting room three days ago. What do you tell this woman?

Sample
Game
Cards

(Shown
smaller than
the Actual
3 1/8" by
2 1/4" size)

Billing and Office Issues.

A patient calls to say that she has just been laid off from her job, and she has no idea how she will be able to make the payments she agreed to, after her recent course of care. What do you tell this patient?

Getting Off To A Good Start .

What is your main concern when speaking with or meeting a patient for the first time?

Patient Motives.

Other than the location, name one reason for the popularity of quick-care clinics.

After The Crisis.

A woman is refusing to settle the bill because she claims that the doctor ordered an unnecessary blood test. Checking your records, you note that the mother insisted that all possibilities be explored. What do you tell this double-minded mother?

Patient Requests.

A patient is on the phone, asking you to set him an appointment during a busy time. At least three times prior, he has made appointments and then not shown. Do you make the appointment?

Impatient Patients .

A patient asks how long it will take before he will be seen by the doctor. You tell him approximately fifteen minutes. He is looking at his watch and motions to you after sixteen minutes and is furious. What do you say to the man in a hurry?

Standard Policies.

You walk into a room and see a patient handling some of the instruments. What do you do or say now?