



Hospital Nursing Customer Service Training Sample

Issues

Standard Procedures.

You have asked a group of visitors to wait a few minutes while a relative is settled into her room and a few items are prepared. The leader of the group just told his group to go on in. What do you say or do?

Sample
Game
Cards

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

Stressful Situations.

A patient makes crude comments to you every time you enter his room. You find his manners disgusting. What do you say or do?

Related Issues .

A patient wants to know if yet another blood test is necessary. She says she is worried about her climbing medical bills. What do you say?

Patient Motives.

Name one reason patients dislike interacting with administrative health care professionals.

Beyond Primary Care.

A Medicare patient is to be transferred to a local nursing home. She is angry and feels betrayed by her family. Is there anyone who can help her with this transition and if so, who do you call to help her?

Patient Demands.

You are checking a patient into her room. A controversial elected official in the next room demands to be seen by a doctor immediately. Your other patient is frowning. What do you do or say?

Difficult Situations .

A man is complaining that the patient in the next room is moaning loudly, and he finds it disturbing and difficult to relax. What do you say or do?

Standard Policies.

How do you insure that you do not give out account information to unauthorized individuals?