



Hospital General / Mixed Staff 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)

Office Issues.

A person is on the phone and is complaining that her insurance company will not cover a test that was performed. You see that her physician clearly noted the test was at her insistence. What do you say?

Related Issues .

You see a man wearing a neck brace, who claims he has been hurt in a traffic accident. The problem is that you have seen this man about a year before making the same claim. What, if anything do you do?

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 Education.

A gentleman is on the phone complaining that it is silly to bill him and his insurance company more than 25 cents for a plastic bandage. What do you say to answer this man's complaint?

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?