



# Long-Term Care 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)

*Pre-Care Issues.*

**A person is on the phone and is asking what activities are available to keep her depressed mother involved, should she decide to bring her in to our facility. How should you answer?**

*Related Issues.*

**A man is asking if a particular person is here at our facility. He knows the name of our guest, but admits he is not related. What do you do concerning this visitor?**

*Patient Motives.*

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

*Beyond Primary Care.*

**A woman was transferred to our facility from a local hospital. 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, or what do you do to help her?**

*Patient Education.*

**A gentleman is on the phone asking if it is acceptable to bring his mother, one of our guests, a large pizza and some ice cream. He wants to celebrate his birthday in her room. What do you say to this request?**

*Difficult Situations.*

**A man is complaining that the guest 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 personal medical information to unauthorized individuals?**