



# Medical Imaging Customer Service Training Sample

Issues

*Expectations.*

**A patient just finished an MRI session. Her father wants to know why you will not have the radiologist give him the results, within the next ten minutes. How do you respond?**

Sample  
Game  
Cards

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

*Office Issues.*

**A woman is getting furious. She is claiming that she called earlier and made an appointment. You have no record of this, and no one has cancelled her appointment. What do you do for her?**

*Getting Off To A Good Start .*

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

*Patient Complaints.*

**A young girl needed to have her arm x-rayed. She was howling in pain the entire time and her mother says we need to learn how to treat patients with care. How do you handle this complaint?**

*Family Stress.*

**A patient's son is asking you every question under the sun. You sense that he is worried. Unfortunately, you are busy and people are waiting for your assistance. What do you tell this concerned man?**

*Patient Care.*

**A young woman is in alone. She is scheduled to have an MRI completed, as her doctor is trying to confirm a diagnosis of cancer. She looks worried and lonely. Do you say or do anything?**

*Insurance Issues .*

**A woman is on the phone and is complaining that her insurance company will not cover our service in full. You see her doctor clearly noted she insisted on a second mammogram. What do you say?**

*Standard Policies.*

**You look out to the waiting room and see a child eating some candy. He was scheduled for a test and the doctor forbade eating anything for until after the test. What do you say or do?**