



Optometrist Office Customer Service Training Sample

Issues

Common Situations.

You have one person waiting to check-in and another person anxiously waiting to pay his bill, so that he may leave. Who takes precedence?

Sample
Game
Cards

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

Billing Issues & Emotions.

A man is complaining that your office purposely adds unneeded tests to patient's bills. He contends that this is a poor plan for increasing profits. How do you respond to this charge?

Patient Expectations.

A patient is disappointed with the resulting vision using the contacts suggested by the doctor. He wants to know what you are going to do to make him feel satisfied?

Patient Motives.

Name the main reason some people are reluctant to have regular eye exams.

Unusual Requests.

A patient calls, asking if you would schedule her appointment prior to your normal opening time. She tells you that she must leave early for a business trip, and would like to see the doctor before heading out of town. What is your answer?

Unexpected Issues.

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

Prepare For Problems.

There has been recent news stories about a high number of patients with pinkeye at another optometrist's office in your area. You note that more people are breaking their appointments. What do you say or do, if anything, to reassure patrons?

Working With Patient Requests.

A young boy has fallen, and has a black eye and swelling around the socket. His mother wants to call her regular pediatrician in to see her son. What do you tell this mother?