

Patient-Centered Edge™



Description

Patient-Centered Edge will teach your staff how to serve customers, act on patient requests and handle challenging or sensitive situations. With this training program, participants learn to enhance the patient experience, while increasing referral business and patient satisfaction.

Who Should Attend

Any office employee who interacts with customers, including:

- Receptionists
- Medical Assistants
- Nurses
- Lab Technicians
- Office Managers
- Billing Specialists
- Schedulers

Learning Objectives

Through a variety of techniques including role-playing, employees will learn when, how and why to:

- Provide legendary service at every patient touchpoint
- Build rapport with patients during appointment scheduling and sign-in to enhance the customer experience and build patient loyalty
- Handle patient requests in a way that guarantees satisfaction.

Ensure Patient Satisfaction.

Today's medical professionals agree that hiring and retaining the highest caliber of service representatives is a top priority to ensuring patient satisfaction. These representatives play a vital role in generating referrals and boosting patient satisfaction.

Signature Worldwide, a leader in customer service training, designed Patient-Centered Edge to address one of the medical services industry's most difficult operational challenges — how to deliver and maintain the high service levels patients expect from their doctor's office.

Patient-Centered Edge is a fun, unique and empowering training solution that gives frontline and support staff the training, motivation and confidence they need to make every patient encounter a positive and professional one.

In our interactive and engaging program, your team will learn how to:

- Build a culture in which your team is consistently exceeding patients' expectations through the delivery of legendary service
- Define service standards that help bring consistency to all patient interactions
- Capture additional revenue through patient referrals and patient retention
- Implement a service methodology that guides staff through standard patient interactions
- Handle challenging situations with winning results.

By using Patient-Centered Edge to improve patient impressions from arrival to departure, your employees, your patients and your practice will benefit.

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business and training solutions