

WOW Telephone Skills

Time Frame: 3 hours

Topics:

- How to WOW new patients in the initial phone call
- Establishing patient rapport and trust on the phone
- Effective communication skills for the emergency patient
- Getting patients to schedule even when you are “out-of-network”
- Reduce cancellations through proper verbal skills
- How to handle an irate patient on the phone
- Key customer service skills for telephone calls
- Third party verification through quality statements
- Telephone skills exercise