



How to be the Best Receptionist

First impressions are lasting impressions. Improve front office communication, customer service and office productivity.

Course Agenda:

- How to avoid skewed patient perceptions
- Communicate better with a variety of personalities
- Take a look inside the billing and collections process
- Conflict resolution tactics that really work
- Schedule appointments based on fact, not speculation
- Using customer feedback to improve operations
- Tips for encouraging more referrals
- How to effectively handle no-shows and walk-ins
- Problem-solving skills for today's front desk
- Review a personal skill-assessment inventory
- How to speak to angry or abusive patients with tact
- Effective patient education of practice policies
- Patient confidentiality issues & HIPAA compliance
- Improve listening skills and time management
- Discover how stress affects your voice and demeanor
- Turn routine patient relations into outstanding customer service
- Good patient relations - the best marketing in town
- Introduction to charting and the medical record
- Short-notice appointments and excessive wait time
- Make your voice and personality your best asset

This session will inspire both new and experienced staff to take your practice to the next level.

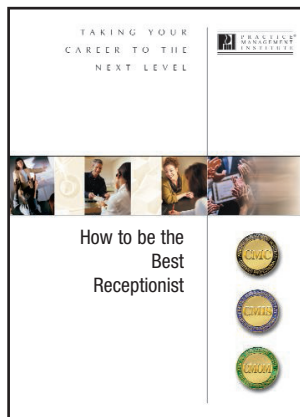
- Transform average skills using proven steps for front office effectiveness.
- Turn routine patient relations into outstanding customer service.
- Get practical advice on managing the practice switchboard.
- Explore appointment-scheduling tips that really work.

Classroom Presentation:

The instructor will cover a range of topics including proper telephone etiquette, teamwork and time management. Participants will walk away from this course with an improved understanding of HIPAA confidentiality issues, front desk organization, staff communications, and the billing and collections process.

Who Should Attend:

Front desk personnel, billing/collections, office managers. Beginners and seasoned staff will return to the office with practical tips and new ideas for improving performance.



Course Materials:

A course manual will be provided to each participant. This booklet includes a self-assessment skills inventory, HIPAA compliance checklist and much more.

CEUs:

CMOM credits: 1 CEU per class hour. If your organization is not listed here, contact its continuing education division

to inquire about credit for this course.

Cancellation Policy:

Upon receipt of your registration, classroom seating, program materials, and refreshments are ordered. If you must cancel your registration, please note the following policy: PMI will issue a full refund, less \$20 processing fee if canceling 7+ days prior to program start date, 50% refund 6 days to 48 hrs. in advance. No refund for cancellations within 48 hrs. of program.



People overwhelmingly prefer to learn in a live classroom environment rather than online or text-based

formats. PMI faculty members are seasoned experts drawing from real-world experience. Class participants return to the office prepared to boost performance with heightened skills, tips and tools. Skip the canned presentations and support live training in your area.

About Practice Management Institute®:

Billing errors due to inadequate staff training cost physicians millions of dollars each year in lost income and productivity. For 25 years, Practice Management Institute® (PMI) has taught physicians and staff how to properly navigate complex regulations and secure every dollar rightfully due. PMI programs focus on essential coding, reimbursement, compliance, and practice productivity issues.

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