

# How to be the Best Receptionist

## Key highlights

- Accurate data collection correlates to improved reimbursement
- Frontline communication impacts office flow and overall patient experience



This information-packed session will address the scope of operations in the medical front office.



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## Reasons to Attend

A well-trained front office employee gathers accurate information, makes appropriate scheduling decisions, is aware of the importance of patient satisfaction, and secures the privacy and security of sensitive patient information.

- 1 Accurate data collection in initial encounters correlates to improved reimbursement.
- 2 Employee professionalism, attitude, awareness and accountability can make or break how well your office is perceived by patients and their families.
- 3 Careful front-line communication impacts the office flow and the overall patient experience.
- 4 Your employees will return to the office armed with problem-solving skills, heightened awareness of privacy and security compliance and better overall management of the front desk.

# This program provides targeted instruction for everyone involved in front line medical office communications.

This is not your run-of-the-mill class designed to improve customer service. Everyone serving in a front line capacity will benefit from this training session.

## Class Highlights

- Personal skill-assessment inventory review
- Effective patient education of practice policies
- Patient confidentiality and HIPAA compliance
- Listening and time management skills
- How stress affects your voice and demeanor
- Make your voice and personality your best asset
- Turn routine patient relations into outstanding customer service
- Overview of the billing and collections process
- Schedule appointments more efficiently
- How to handle no-shows, short-notice appointments, walk-ins, and excessive wait time
- Medical ethics & medical etiquette
- Good patient relations - the best marketing in town
- Collecting co-pays at time of service
- Introduction to the medical record

## Who Should Attend

This class is appropriate for anyone responsible for patient communication, data collection and scheduling. Beginners and seasoned staff will return to the office with practical tips and new ideas for improving performance.

## Prerequisites

This class is appropriate for anyone working in a front office role in a healthcare facility.

## What to Bring

A course manual will be provided. No additional reference books are needed for this training session.

## Continuing Education

Continuing Education credits are awarded for attendance at this program. See PMI's web site for further details.

## Practice Management Institute

Practice Management Institute® (PMI) has been a trusted training resource for administrative teams working in outpatient physician offices since 1983. Entry-level and skilled professionals working in medical coding, compliance, management, auditing and billing roles learn current guidelines and best practices, and earn certification in their areas of interest. Healthcare experts teach courses in both live and online formats year-round. Onsite training and consultations are available by appointment. Learn how PMI is improving the business of medicine at [pmiMD.com](http://pmiMD.com).

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