Transform the Front Desk Staff
Version 2.0

Updated to include:
- Optimizing the patient experience
- Handling difficult patients with tact, diplomacy, and grace
- Best practices for digital communications
- Professionalism in the medical office

Transform routine patient relations into outstanding customer service

4 Reasons to Attend

1 Staff armed with problem-solving skills, awareness of privacy and security, and overall front desk best practices will be more confident.

2 Careful frontline communications improves the office workflow and the overall patient experience.

3 Employee professionalism, attitude, awareness and accountability are important to patients and their families.

4 Accurate data collection in initial encounters correlates with improved reimbursement.

High performing medical front offices gather accurate information, make appropriate scheduling decisions, proactively address challenging patient behavior, and protect patient privacy.

Class Highlights

- Complete an individual skill-assessment inventory
- Use conflict resolution to address difficult personalities
- Explore effective appointment scheduling techniques
- Learn how to improve patient engagement with positive communication
- Review sample payment education and payment policies
- Introduction to the medical record
- Review effective insurance verification, billing and collections practices
- Learn strategies to secure co-pays at time of service
- Review patient confidentiality guidelines and HIPAA compliance
- Guided discussion on creating a positive first and last impression
- Improve listening skills and time management
- Understand and distinguish medical ethics and medical etiquette
- Enhance patient collections efforts with sample scripts
- Workplace violence and active shooter response resources

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

No prerequisites are required for this class.

What to Bring

A course manual is provided. No additional reference books are required 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.

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