

## 1 Telephone Techniques

- Lifeline of the medical practice
- Your phone personality
- Confidentiality
- Handling the phone
- Phone voice Diction

## 2 Incoming Calls

- NO personal calls UNLESS emergency
- Answer within 3 rings
- Use the callers name
- Identify yourself and the facility
- Identify the caller
- Offer assistance
- Screen incoming calls
- Minimize waiting
- Identify who's calling before transferring
- End call by thanking the caller

## 3 Telephone Messages

Have pen and pad available

1. Name of person to whom call is directed
2. Name of caller
3. Phone number
4. Reason for call
5. Action to be taken
6. Date and time of call
7. Your initials

Distribute messages per facility policy  
Take action on your messages

## 4 Calls You Can Handle

- New patient and return appointments
- Bill inquiries
- Fee inquiries
- Lab & X-ray reports
- Follow-up reports from MD
- Routine hospital and other reports
- Office matters
- Referrals
- Rx refills

## 5 Calls You Can't Handle

- Patient's that won't reveal symptoms
- Unsatisfactory reports

- Patient requests for test results
- Third-part information requests
- Complaints about care or fees
- Unidentified callers
- Personal calls for physician

6  **Other Calls**

- Angry callers
- How to respond
- Monitoring calls
- House calls
- Emergency calls - Triage

7  **Telephone Answering Services**

- Operator-answered 'services'
- Electronic answering devices
- Voice mail
- Automatic Routing

8  **Outgoing Calls**

- Plan what to say
- Call
- Handling yourself
  - **Confidentiality**
  - **Long distance**
  - **Dialing direct**
  - **Operated assisted**
- International service
- Time zones
- Wrong numbers
- Conference calls

9  **Telephone Equipment**

- One - multiple line phones
- Extras
- Headsets
- Facsimile (F/\X) machines
- Cellular (Cell) phones and pagers

10  **Your Phone Directory**

- Local phone directory
- Long distance phone directories
- Personal phone directory