

Managing Patient Issues (CE = 1 hour)

Course Level (Basic)

Date: 2/16/19

Live Session – Presenter Format

Description

Identify why patients leave your practice, what is the most common causes of patient dissatisfaction, and learn the Four Keys to Managing Patient Issues.

Learning Objectives

Staff will be able to identify the most common reasons patients stop doing business with the, and be able to describe ways to diffuse a difficult patient situation. This course will also allow them to avoid patient dissatisfaction by identifying some of the causes.

Specific Skills

Learners will adopt a process to evaluate PAL non-adapts that follows a routine (check of order acc., Rx acc., fit acc., adjustment acc., PAL type appropriateness). Understand the symptoms / resolution steps associated with improper Rx, improper fitment, etc. Use proper fitting technique and procedures for progressive lenses.

Course Outline

- I) Why Patients leave a business (10 min)
 - A) Identifying Reasons
 - B) Becoming Patient Focused

- II) Four Keys to managing Patient issues (20 min)
 - A) Listening
 - i) Body Language
 - ii) Handling Interruptions
 - B) Reflection
 - i) Clarifying the complaint
 - ii) Demonstrating empathy
 - C) Solving the Problem
 - i) Positioning solution
 - ii) Gaining agreement
 - iii) Obtaining satisfaction
 - D) Follow-up
 - i) How is this handled?
 - ii) Addressing residual issues or concerns
 - iii) Gaining commitment

- Tips for avoiding Patient dissatisfaction (5 min)
 - E) Anticipate concerns
 - F) Availability
 - G) Expectations
 - H) Experience

- III) What is your pickle? (video) (5 min)
 - A) Unique approach to customer service
 - B) Approach example that can be used

- IV) Customer Service Trivia (15 min)
 - A) Group Interactive Quiz

CPC Course Outline