PPCC

HPR 101 Customer Service

Name

TELEPHONE ETIQUETTE

Healthcare Professionals play an important role in presenting customer service to our customers. Taking care of our customers over the telephone in a professional and quality manner is often our first opportunity to make a favorable impression to physicians, patients, and other healthcare departments. Here are some phone tips that should be followed when interacting with the customer:

1. Speak clearly. The customer cannot see your face or body language. Take the time to speak clearly, slowly and with a cheerful, professional voice.
2. Use normal tone of voice when answering the phone..not to loudly or softly. Do not appear rushed.
3. Focus fully on the caller. Do not attempt to multi-task.
4. Do not eat or drink while you are talking.
5. Do not use slang words or poor language. Never sound impatient if the caller does not seem to understand.
6. Get the name of the caller. Do not address a caller by their first name.
7. Listening to the caller is very important. Get complete information and take notes. Repeat the information you obtain back to the caller.
8. Ask before placing a caller on hold. Apologize for any delalys.
9. Identify yourself properly. Ask, “How may I help you?”
10. End your call with “May I help you with anything else?”