

Creating a Positive Call Experience for You and Your Patients

Lesson 1: Working with Patients

Goals for Taking Triage Calls

1. Set up a proper _____.
2. Create a _____ environment.
3. Become an _____ listener.
4. Manage _____ callers.

Working with Patients

1. Use _____ communication skills
 - Set up a working environment with no _____.
 - Check all equipment _____ shift to ensure everything is working properly.
 - Complete steps specifically required by your employer _____ shift.
2. Identify the characteristics of a good call representative
 - Patient, caring, _____, courteous, confident, and _____
 - _____ and use a friendly voice.
 - Build _____ with the caller.
 - Be friendly yet _____.
 - Remain _____ and confident.
 - Believe in yourself!
3. Know how to properly answer the phone.
4. Use effective listening skills.
 - Active- _____ phrases to let them know that you are listening.
 - Reflective- asking _____ (i.e. Can you please describe what happened?)
 - Empathetic- paying attention to _____

Managing Difficult Calls

1. Identify _____ of difficult callers.
2. Discuss what can _____ caller sensitivity.
3. Identify 3 steps to manage difficult callers.

What to do in Uncomfortable Situations

1. Calls involving abuse or neglect
2. Complicated issues
3. Worried Callers
4. Poor communication skills
5. Unauthorized callers
6. Acute and chronic repeat callers

Additional Notes