

Customer Service Strategies for the Health Care Environment

- Lesson 1: The Fabric of the Health Care industry
- Lesson 2: The Business Philosophy of an Outstanding Health Care Organization
- Lesson 3: Customer Service that Makes a Difference
- Lesson 4: Customer Service-Your Most Important Product
- Lesson 5: cultural Competency- Embracing Diversity and Inclusion
- Lesson 6: Tear Down the Seven Barriers to Outstanding Customer Service
- Lesson 7: Strategies for Delivering Quality Service
- Lesson 8: Adapting You Message for Today's Affordable Care Marketplace
- Lesson 9: Tools for Clear Communication
- Lesson 10: When Nothing You Do Seems to Work
- Lesson 11: Telephone Strategies
- Lesson 12: How to Learn About your Customer
- Lesson 13: How to Verify the Quality of your Success
- Lesson 14: How to Analyze the Service Cycles of your Business
- Lesson 15: Criteria for Evaluating the Quality of Service
- Lesson 16: How to Monitor Four Key Problem Areas
- Lesson 17: How to Manage you Customer Service Operation
- Lesson 18: Building a customer Service Team that Works
- Lesson 19: Negotiating with your Health Care Customer
- Lesson 20: Creating Efficiency in your Health Care Business Environment
- Lesson 21: The Management Challenge Hiring Right
- Lesson 22: Developing a Customer Service Training Program
- Lesson 23: The Impact of a Complaint
- Lesson 24: The Most Common Complaints
- Lesson 25: The Value of a Complaint
- Lesson 26: Comments to Avoid Saying to Customers
- Lesson 27: Solutions to Customer Complaints
- Lesson 28: Problem Solving Strategies
- Lesson 29: Accreditation, Provider Impact and Customer Service
- Lesson 30: How Accreditation Affects Customer Service