

# MedCycle SOLUTIONS

*Customer Service:  
How to Deal with  
Upset Patients*



*Patient Billing  
Success Tips*

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- Co-workers
- Pharmaceutical Reps
- Specialists
- Hospitals
- Other Provider Offices
- Insurance Companies
- Patients

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## Excellent Customer Service is where we want to be!

Delighted  
 Wow  
 Excited  
Memorable  
 Relationship Driven  
 Kind  
 Joyous  
 Loyal



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## Good Customer Service

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Ordinary  
 Okay  
 Basic  
 Decent  
 Satisfied  
Not Memorable  
 Task Driven

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*Poor Customer Service*

Disappointed  
Frustrated  
Upset  
Distrust  
Feel Unheard  
Memorable  
Dismissed

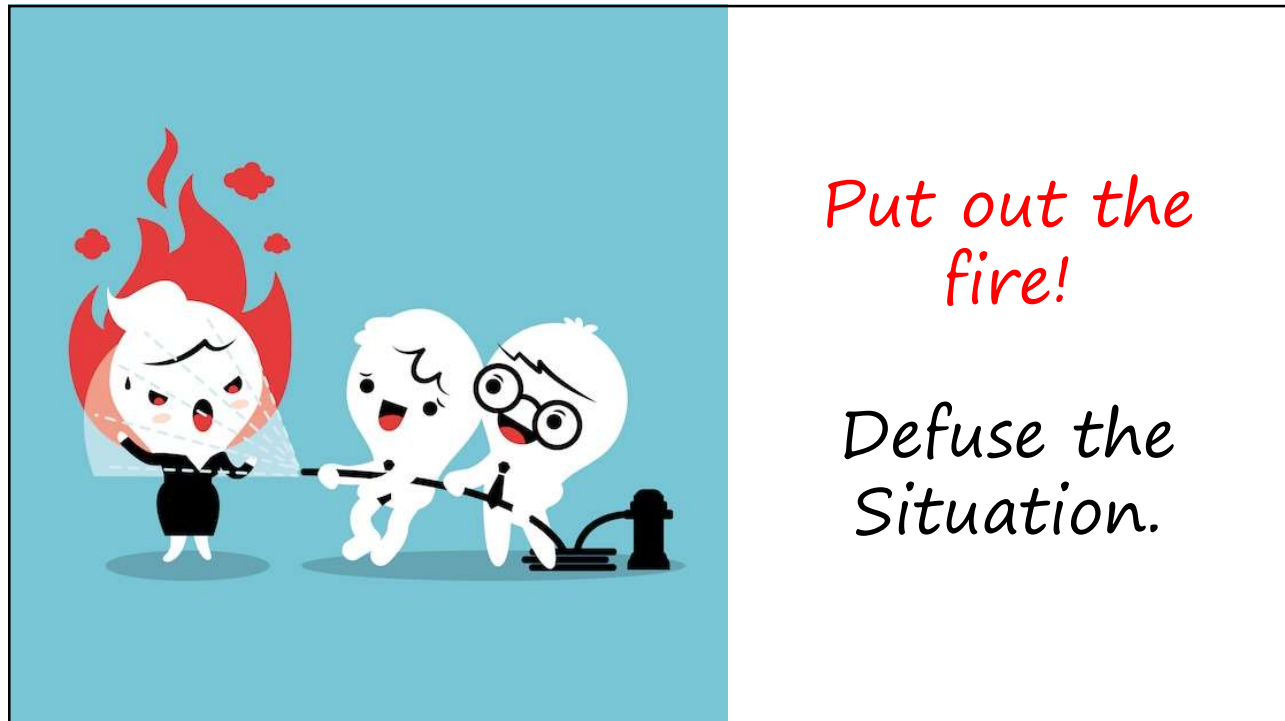
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Coming in  
HOT!

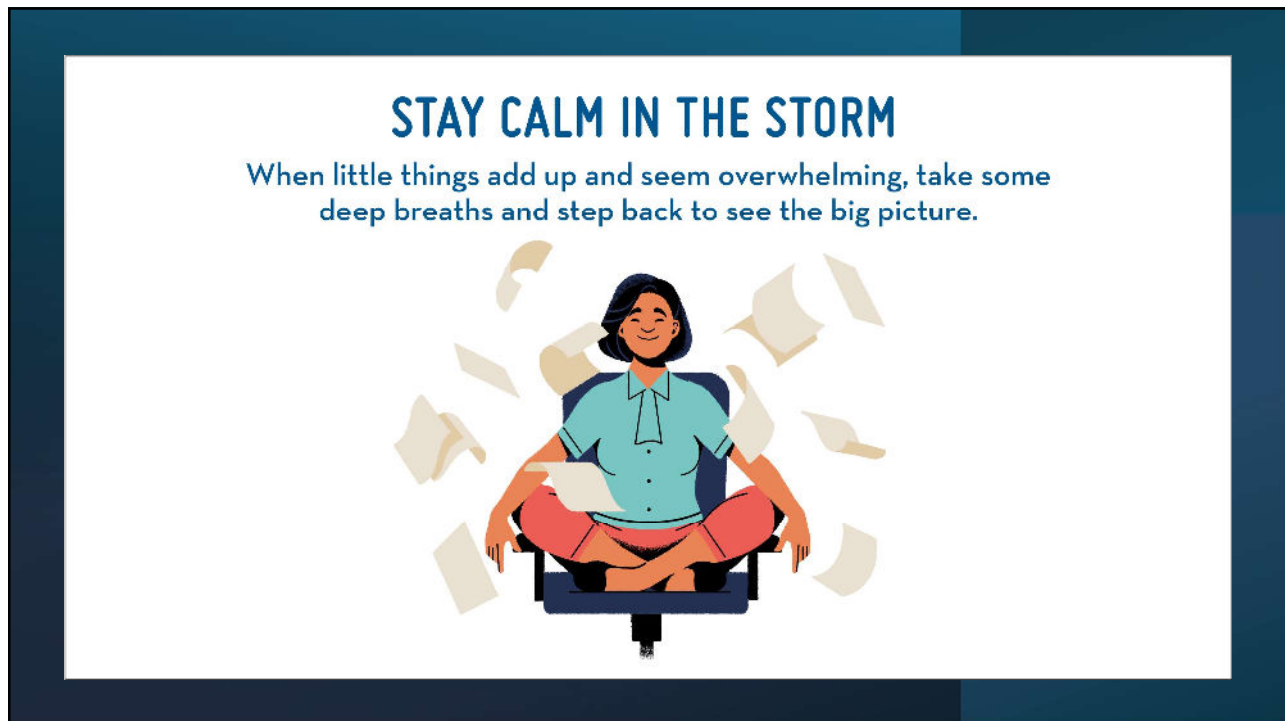


HOW TO DEAL WITH  
**ANGRY**  
PATIENTS

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Take just a moment to compose yourself, put on your armor and get ready for what is coming your way.



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### Listening phrases

*Let the patient know that you are focused on what they have to tell you.*

*Tell me more.*

*I understand.*

*Please continue.*

*I'm here to listen.*

*Would you say more about that?*

*I would like to understand more about what's happened.*

*I would really like to hear your thoughts.*

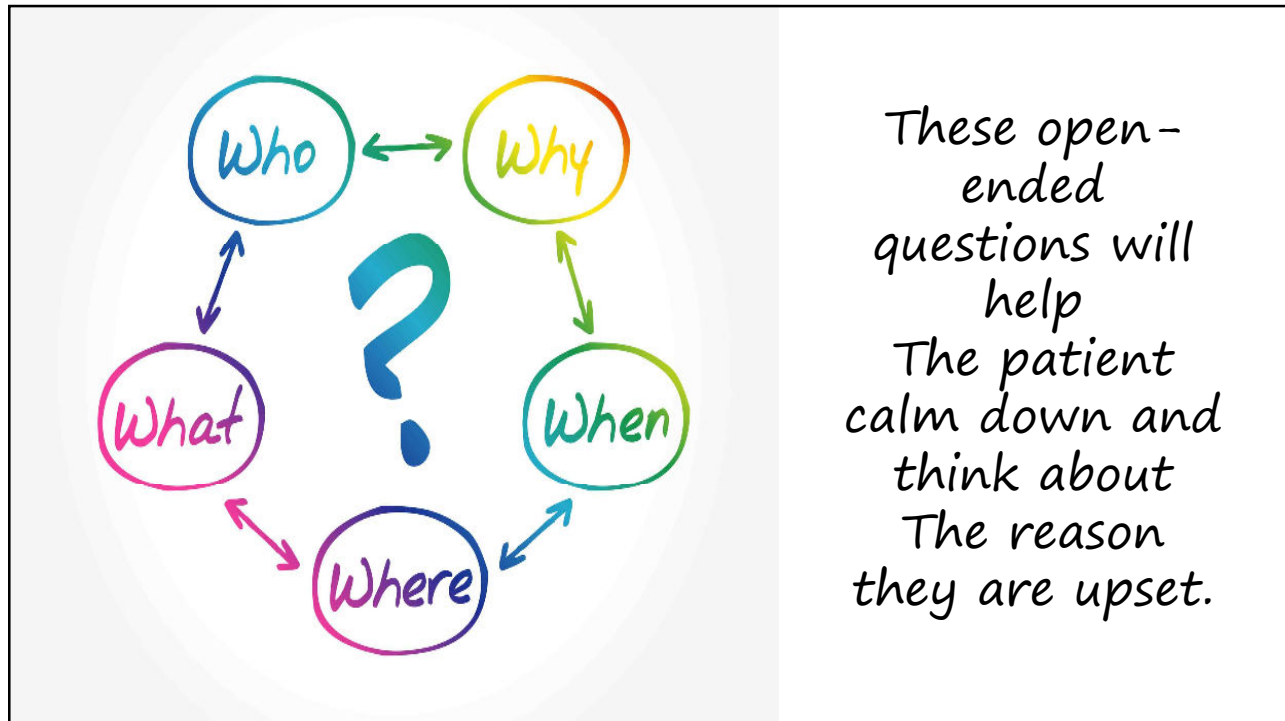
*Tell me why this is important to you.*

*Is there anything else you would like me to know?*

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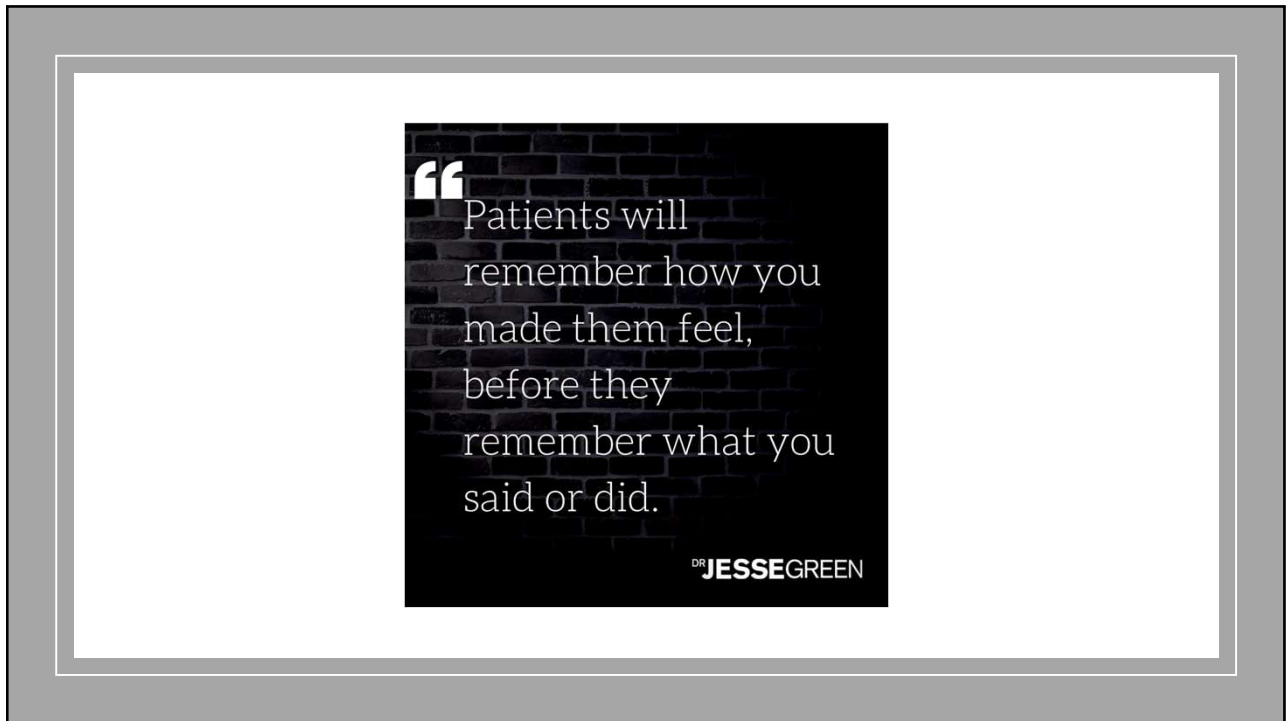
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What you say Vs What your patient hears	
<i>It's not my fault ...</i>	<ul style="list-style-type: none"> <li>• It implies that you are avoiding responsibility and possibly blaming others.</li> </ul>
<i>For your information ...</i>	<ul style="list-style-type: none"> <li>• Makes you look aggressive</li> </ul>
<i>It's not my department.</i>	<ul style="list-style-type: none"> <li>• Patients don't know that, and they don't care – it sounds like you are trying to weasel out.</li> </ul>
<i>I can't ...</i>	<ul style="list-style-type: none"> <li>• Try to offer alternative solutions and focus on things you can do.</li> </ul>
<i>Actually ...</i>	<ul style="list-style-type: none"> <li>• It is too smug and implies the patient is uneducated.</li> </ul>

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- Be Kind.
- Use a soft voice.
- Watch your body language.
- Be friendly.
- Pay attention.
- Choose a neutral space to have your conversation.
- Act quickly when a resolution is agreed upon.
- Look at it from the patient's point of view.

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**Conflict Resolution Skills**

Assertiveness

Mediation

Empathy

Let's Talk

Facilitation

Interviewing & active listening

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Bad customer service is talked about **three times more** than good service.

**"These guys ROCK!"** VS **"The service was AWFUL!!!"**

The illustration depicts two scenarios. On the left, two stick figures are running happily, each carrying a briefcase. On the right, six stick figures are arranged in two rows of three, all with angry expressions and shouting, representing a much larger volume of negative feedback.

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## Excellent Customer Service

Do the leg work prior to the pt arriving  
for services (pre-registration)

Kindness

Preparedness for situations that may  
arise (NSA).

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This is all going to start with the patients first contact  
with our office.

Focus on first impressions  
with customer service at  
your practice



Phone

Website

Referral

Email

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*Pre-registration*

*Streamline appointment scheduling, reminders, and registrations*

An illustration of a man with glasses, wearing a green shirt and a teal tie, holding a large blue sign above his head. The sign contains the text "WORK SMARTER NOT HARDER!" in bold, blue, uppercase letters. The background behind him consists of vertical blue stripes of varying shades.

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An illustration of a woman with red hair in a bun, wearing a headset and a brown blazer over a pink top and dark skirt. She is sitting at a desk with a computer monitor displaying the word "Appointments" in a cursive font. On the desk, there is also a black rotary phone and a desk lamp with a yellow shade. The desk has three drawers with yellow and blue fronts.

**WHAT IS PATIENT  
PRE-REGISTRATION?**

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## Benefits of pre- registration



*Saving time, improving patient flow, and more accurate information are all potential benefits of a patient pre-registration system. Overall, the goal is to make a positive impression on the patient experience and reduce your administrative work.*

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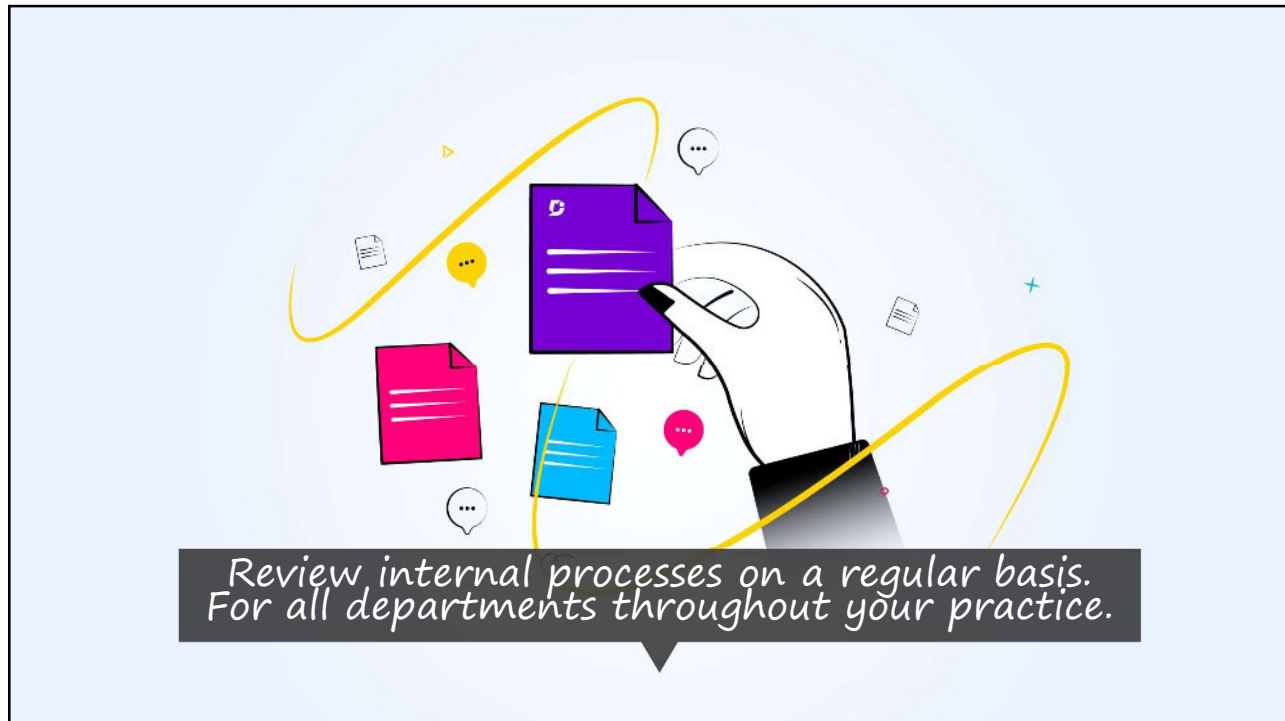


*Financial information is a delicate subject for people. Therefore, we need to be respectful and kind.*

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*Know your  
practices financial  
policies.*

*Self-Pay patients*

*Elective Procedures*

*Payment Plans*

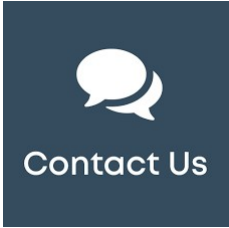
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