

FRONT DESK TIPS & TRICKS

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1. It's ALL about customer service!
2. If you are on the phone and someone walks in, it's best to deal with the person in front of you, not the person on the phone.
3. When putting patients on hold, don't phrase it as a question. It's best to say:
"Please hold the line, I'll be with you as soon as I can",
compared with:
"Can you hold please?"
What happens if the patient happens to say "No"!?
4. Try and make clients feel better just with a positive attitude. Try to always reply with an upbeat response. For example,
"How are you?" – "I'm fantastic thanks."
"Have a great day."
"How was your weekend?" – "I had a great weekend thanks."

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5. If the patient's preferred practitioner is booked out, make sure to offer an excellent alternative solution. For example, "Mark is available. He's really good with knees. What time would suit?"
6. Make sure to have a good understanding of the products and services offered at the clinic, so that you can answer any questions that are asked.
7. Know how the practice operations function. For example, "Can I use my health insurance?"
"What is an EPC?"
8. If a practitioner is off for the day, they are not on the golf course! The best response is to say they are at a training seminar or professional development course
9. When patients come out after an appointment the way that information is phrased is vitally important . For example,

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“How would you like to pay for that today John? We have Visa, Mastercard and Eftpos.”

“When would you like your next appointment?” or,
“Would you like to make another appointment?”

10. When dealing with difficult patients and complaints, remember that most people just want to vent, so try not to get emotionally involved – just let them vent. Then ask, “How would you like this to be resolved?”

At some clinics products that don't work, up to the value of \$50, can be automatically refunded by the admin/reception staff. This allows for small complaints to be easily and efficiently dealt with. When appropriate, speak with the Director/person in charge.

11. The presentation of of the clinic and of you is of vital importance. Getting there on time to do things like tidy up and turn the heater/air conditioner on is critically important.

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12. Bookings – take control of where you want the client to be booked in. For example, if Wednesday morning is free, offer that to the client first.

13. If an upcoming free slot gets booked in whilst a practitioner is treating, let them know whilst they are in treating their current patient, so that they can cater for it and run to time.

14. It's important to put timeframes on messages. For example,

“I'll let Julie know that you rang and ask her to get in touch with you before 6pm.”

Then let Julie know what needs to be done. That way things get done.

And vice-versa, the practitioner should put timeframes on tasks when asking for assistance from the admin/reception staff member.

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It's an artform and an ongoing learning process.

Remember to learn as much as you can from your senior staff and you can always keep learning!