

SVMIC™
Mutual Interests. Mutually Insured.

Telephone Etiquette



Agenda

- ◆ Preparation
- ◆ Call
- ◆ Conclusion



Preparation



Preparation

◆ Equipment

- Improper placement of receiver may make calls more challenging
- Test
 - The call quality is clear
 - The volume is neither too loud nor too soft
 - There is no static on the line
 - There are no background conversations or other distracting sounds evident to the caller

◆ Voice

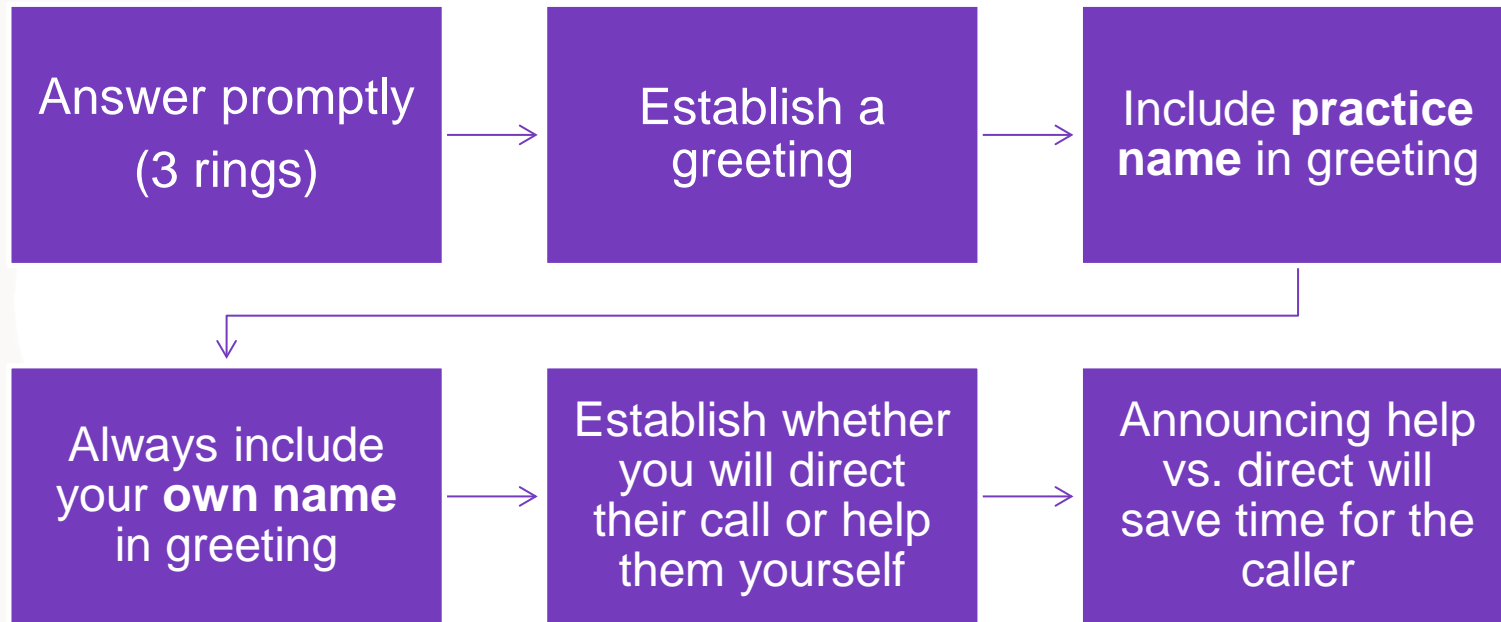
- Tone (Volume)
- Prepare for incoming calls with a smile or pleasant expressions



Call

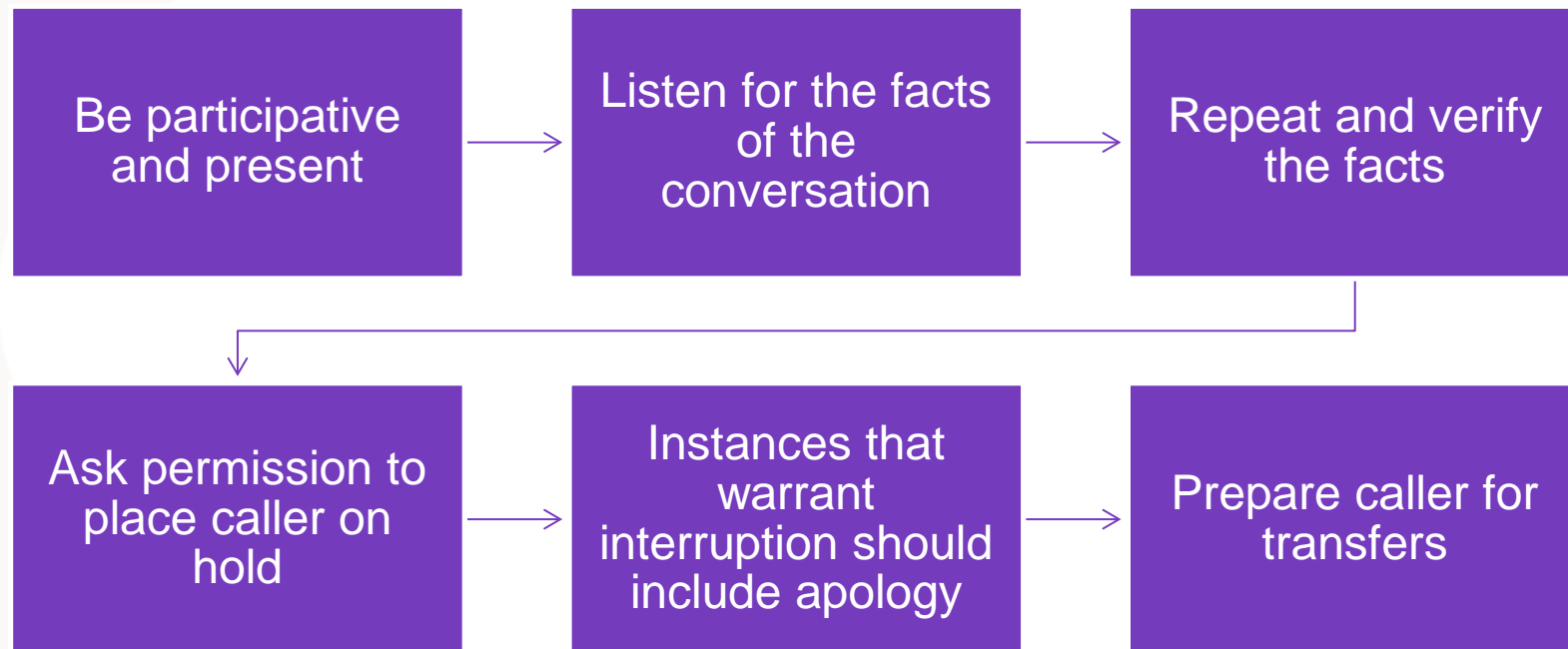


Call: Greeting



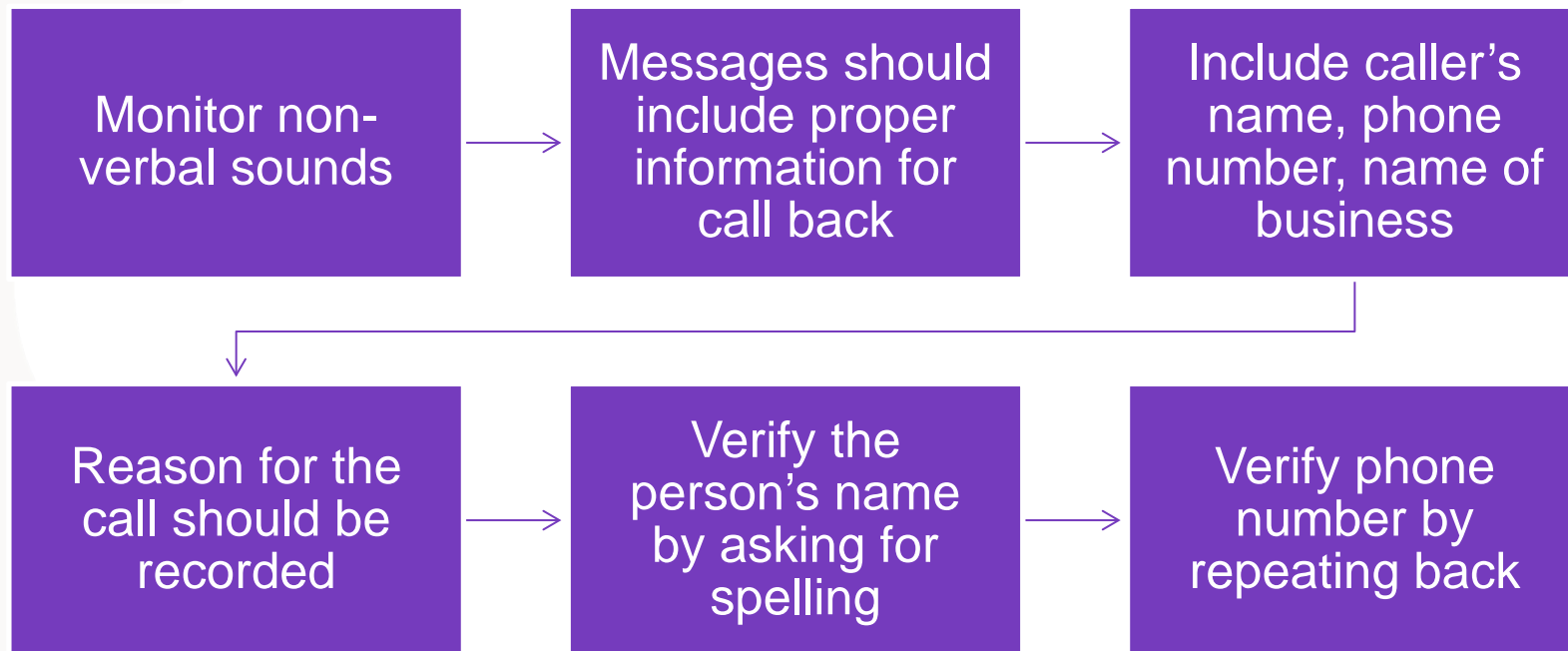


Call: Conversation





Call: Non Verbal and Messages





Conclusion



Conclusion

- ◆ Disconnecting
- ◆ Follow Up
 - Have system in place for recording information
- ◆ **PATIENT PROTECTED HEALTH INFORMATION (PHI) MUST NOT BE THROWN IN THE TRASH. ANY PAPERS CONTAINING PHI MUST BE SHREDDED WHEN FINISHED.**