

# Telephone Techniques



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## LEARNING OBJECTIVES

1. Describe the importance of effective telephone courtesy and a pleasing telephone personality for the medical assistant.
2. Explain the use of multiline telephones, cell phones, smartphones, and pagers in the medical office.
3. Differentiate between incoming telephone calls the medical assistant can handle and other incoming calls.
4. Describe the correct procedure for screening incoming calls.
5. Describe the correct procedure for taking messages and transcribing messages recorded on an answering machine or voicemail.
6. Identify the correct steps to respond to a telephone call regarding an emergency or urgent medical problem.
7. Describe how to deal with problem calls.
8. Explain how the medical assistant should make outgoing telephone calls.

## PROCEDURES

Perform telephone screening.  
Take a telephone message.  
Take requests for medication or prescription refills.

Call a patient for follow-up.

## CHAPTER OUTLINE

### INTRODUCTION TO TELEPHONE TECHNIQUES

#### USING THE TELEPHONE EFFECTIVELY

##### Telephone Courtesy

##### Telephone Personality

##### Maintaining Patient Privacy

##### Effective Telephone Communication

#### TELEPHONE TECHNOLOGY

##### Multiline Phones

##### Special Features

##### Answering Machines and Voicemail

##### Cell Phones and Smartphones

##### Pagers

#### INCOMING CALLS

##### Centralized or Electronic Routing

##### Managing Incoming Calls

##### Performing Telephone Screening

##### Calls the Medical Assistant Usually Handles

##### Taking Messages on a Paper Message Form

##### Taking Messages on the Computer

##### Calls From Other Physicians

##### Calls From Salespeople

##### Urgent or Emergency Calls

##### Dealing With Problem Calls

##### The Caller Who Refuses to Give Information

##### Complaints

##### Patients With Special Problems

#### OUTGOING CALLS

##### Local Calls

##### Appointment Reminders

##### Long-Distance Calls

##### Conference Calls

## KEY TERMS

enunciation (ee-nun-see-AY-shun)  
pager

smartphone

voicemail

# Chapter Telephone Techniques Study Guide Answer Key

**Barbara Ramutkowski, Kathryn A.  
Booth, Donna Jeanne Pugh, Sharion  
Thomson, Leesa Whicker, McGraw-Hill**

## **Chapter Telephone Techniques Study Guide Answer Key:**

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Wong,2000

Essential Study Skills Linda

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