

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

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