

52 Weeks to Success C.A. Program

Benchmark 8

Worksheet



Answer the following questions:

1. What questions are we getting from our New Patients?
2. What questions are we getting from our Established Patients?
3. What do I need to talk to the Doctor about?
4. Are we having a disconnect between what the Doctor says and what questions are being asked of me (the C.A.)?
5. Are we losing patients from our inability to effectively answer concerns?
6. What is our goal for improvement?

Practice the scripts for answering patient questions and concerns discussed in the PowerPoint presentation and in your materials.

Practice how to handle misunderstandings/questions to fee's, frequency of care, appointments, commitment to care.

Make sure all team members are on board with how to answer questions and concerns and know what their part is.

Know when to get the doctor involved in difficult cases.

ROLE PLAY commonly asked questions from patients.

ROLE PLAY difficult situations and different strategies for how to handle them so we don't lose a patient.