LPCA35

*Separate Registration Required

Generously Sponsored By:

Post-Conference Customer Service Boot Camp*

October 12, 2018 | Meeting Room 203

We've all heard the adage: "You never get a second chance to make a first impression." Now more than ever, Community Health Centers have a responsibility to ensure that their patients receive efficient, culturally competent, quality care from the moment they encounter front desk staff. This post-conference training session covers various aspects of providing quality customer service, staff responsibilities in infection control and communicable disease, a review of the National CLAS standards, and relevant aspects of clinic workflow. All health center staff are encouraged to participate, however, this training is focused on meeting the specific needs of clerical personnel, medical records technicians, and their supervisors.

By the end of the training, participants will be able to:

Part I: Customer Service

- Define customer service
- Describe their customers and identify some of their most common needs
- Recognize attributes of verbal and nonverbal communication that contributes to good customer service
- Demonstrate high quality customer service

Part II: Cultural Competency

- Understand the importance of the front office in the delivery of culturally competent healthcare
- Recognize the National CLAS Standards as the guide for culturally and linguistically appropriate services

Part III: Beyond the Front Office & PCMH

- State the role of the front office in delivering a team-based approach to care and PCMH
- Recognize the importance of scheduling in improving office flow
- Cite the importance of clean claims
- Discuss methodology for collecting patient satisfaction data