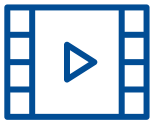


Front Office Rocks

Mastery Coaching

ADVANCED PHONE SKILLS

WEEK 6



Watch Videos and Pass Quizzes



Confirmation Calls



Watch Videos and Pass Quizzes

Topic	Watched Video	Passed Quiz
Confirmation calls		
Confirmation calls with patient response		
Using confirmation calls to fill the schedule		



Confirmation Calls

Confirmation calls require their own set of verbal skills. Not only are we reminding patients of their scheduled appointment, we want to do our best to ensure they keep that appointment. We want to use the appropriate verbal skills to create a sense of accountability for patients as well as create value in the appointment. Use the tracking sheet provided to track confirmation calls for the week.

Mon	Appointments Confirmed: Appointments Cancelled: Messages Left:
Tue	Appointments Confirmed: Appointments Cancelled: Messages Left:
Wed	Appointments Confirmed: Appointments Cancelled: Messages Left:
Thu	Appointments Confirmed: Appointments Cancelled: Messages Left:
Fri	Appointments Confirmed: Appointments Cancelled: Messages Left: