

Be the Best Medical Assistant: A Customer Service Approach (Paperback)



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Reviews

Excellent eBook and beneficial one. It is amongst the most amazing pdf i actually have study. Your daily life period will likely be convert when you full looking at this pdf.
(Janelle Kub PhD)

BE THE BEST MEDICAL ASSISTANT: A CUSTOMER SERVICE APPROACH (PAPERBACK)



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Createspace Independent Publishing Platform, 2018. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. To be the best requires more than technical knowledge of your field. Health care degrees often focus training on policies, procedures, and protocols. However, there is very little focus on customer service in this industry. Be The Best Medical Assistant looks at medical assisting from the customer service aspect. It s a key component to the field of medicine and yet there is very little information addressing this area specifically. Training is often reduced to an annual training video and practice policies. Excellent customer service, however, is an art. As most retailers and sales teams will tell, it s the most important part. However the health care industry seems to have left it at the back of the book, in training modules, and it s practically obsolete in clinical practice. T.L. Farley wants to bring customer service to the fore front of health care. In fact she didn t leave it at the back of the book, she crafted it into an entire book.



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