

Wal-Mart Way for Patient Service

Have you been to a Wal-Mart and greeted instantly by a friendly person with a cart when you enter through the door? Often it is an employed senior citizen who obviously likes people. Doesn't this set you in a pleasant state of mind for your experience in the facility? Why not have a similar "people person" working part-time for you at your practice who performs these duties:

1. Greets patients with a smile as they enter the office.
2. Converses with patients if the receptionist is presently busy.
3. Offers refreshments to patients while they wait.
4. Keeps track of how long a patient has been kept waiting, and if more than 15 minutes, finds out how much longer it will be and advises the patient.
5. Points out the reading materials and health literature available.
6. Presents a practice brochure or "Welcome to the Practice" package to new patients and points out the qualifications of the providers and the basic patient flow procedures they will encounter during their visit.
7. Mentions the practice's employees by name and what they can do for patients. Example: Joyce is the nurse who will escort you to the exam room and take your vital signs; Betty is the receptionist who will explain your bill, Sandy is the lab technician who may take a blood test, Susan is the insurance secretary who can answer your insurance coverage questions.
8. If it is a new patient, thanks them for selecting the practice and finds out how they chose the practice. This person records all the sources of referrals to the practice and summarizes monthly for the manager.
9. Upon exiting the practice, asks the patient if there are any remaining questions.
10. Distributes a patient satisfaction survey as they leave the practice.
11. Upon exiting, if applicable, assist to their car or phones for transportation.

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