

Telephone Techniques



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LEARNING OBJECTIVES

1. Describe the importance of effective telephone courtesy and a pleasing telephone personality for the medical assistant.
2. Explain the use of multiline telephones, cell phones, smartphones, and pagers in the medical office.
3. Differentiate between incoming telephone calls the medical assistant can handle and other incoming calls.
4. Describe the correct procedure for screening incoming calls.
5. Describe the correct procedure for taking messages and transcribing messages recorded on an answering machine or voicemail.
6. Identify the correct steps to respond to a telephone call regarding an emergency or urgent medical problem.
7. Describe how to deal with problem calls.
8. Explain how the medical assistant should make outgoing telephone calls.

PROCEDURES

Perform telephone screening.
Take a telephone message.
Take requests for medication or prescription refills.

Call a patient for follow-up.

CHAPTER OUTLINE

INTRODUCTION TO TELEPHONE TECHNIQUES

USING THE TELEPHONE EFFECTIVELY

Telephone Courtesy

Telephone Personality

Maintaining Patient Privacy

Effective Telephone Communication

TELEPHONE TECHNOLOGY

Multiline Phones

Special Features

Answering Machines and Voicemail

Cell Phones and Smartphones

Pagers

INCOMING CALLS

Centralized or Electronic Routing

Managing Incoming Calls

Performing Telephone Screening

Calls the Medical Assistant Usually Handles
Taking Messages on a Paper Message Form
Taking Messages on the Computer
Calls From Other Physicians
Calls From Salespeople

Urgent or Emergency Calls

Dealing With Problem Calls

The Caller Who Refuses to Give Information

Complaints

Patients With Special Problems

OUTGOING CALLS

Local Calls

Appointment Reminders

Long-Distance Calls

Conference Calls

KEY TERMS

enunciation (ee-nun-see-AY-shun)
pager

smartphone

voicemail

Telephone Techniques That Sell

Charles Bury



Telephone Techniques That Sell:

Telephone Techniques that Sell Charles Bury,1980 *Telephone Techniques That Sell* Charles Bury,1981-08-01

How to Sell More, in Less Time, with No Rejection Art Sobczak,1998 Telephone Tips That Sell! Art

Sobczak,1996-04 In *Telephone Tips That Sell* Art Sobczak gives you proven time tested real world common sense techniques for using the phone in all parts of the sales process Every salesperson uses the phone whether it be to prospect service manage accounts or handle the entire sales process this book helps you to do it easier more successfully and helps you eliminate that morale shattering rejection that stops many salespeople from picking up the phone **How to Sell More, in**

Less Time, with No Rejection Art Sobczak,1995 Telephone Techniques Dorothy Neal,1997-11 This five hour program teaches proper telephone use to help students develop and maintain professional relationships project a positive company image and provide reliable service The program includes a consumable text workbook an instructor s manual and key and a 40 minute videotape In addition to the content listed below the text also includes reinforcement exercises self assessments case studies reference charts for on the job use and a glossary *How to Give Good Phone* Lisa Collier Cool,1988 Effective

telephone communication is vital to the successful executive ambitious newcomer and job applicant This total guide to telephone success employs step by step programs anecdotes examples and quotes from successful businesswomen and men

Smart Selling on the Phone and Online Josiane Feigon,2021-10-12 In an age of telesales and digital selling this award winning business book pinpoints the ten skills essential to high efficiency high success sales performance based on the author s TeleSmart 10 System for Power Selling Bestselling author and TeleSmart Communications president Josiane Feigon equips salespeople with the powerful tools they need to open stronger build trust faster handle objections better and close more sales when dealing with customers they can t see face to face In *Smart Selling on the Phone and Online* you ll learn how to overcome ten different forms of paralysis and reestablish momentum sell in sound bites not long winded speeches ask the right questions to reveal customer needs navigate around obstacles to get to the power buyer and prioritize and manage your time so that more of it is spent actually selling The world of selling keeps changing and sales professionals are on the front line of innovation to keep profits flowing Combining an accessible text with clear graphics and step by step processes *Smart Selling on the Phone and Online* will help any rep master the world of sales 2 0 and become a true sales warrior Be

Your Own Sales Manager Tony Alessandra,Jim Cathcart,John Monoky,1990-05-01 *Be Your Own Sales Manager* puts the most up to date management techniques at your fingertips offering smart strategies designed to give you a competitive edge In today s fast moving fiercely competitive markets sales is more than a job it is a career a profession requiring special knowledge and specific skills You have to be your own boss take on the responsibilities and reap the rewards of sales management **Success in MLM Network Marketing and Personal Selling** Gini Graham Scott,2013-04-30 Done right

multi level marketing network marketing or personal selling by whatever term it is called offers you an opportunity to

become rich and successful by not only selling a product but by building a growing sales team This complete and easy to use guide reveals how you can sell virtually any type of product or service this way You can start from your home or set up a small office and as your sales network multiplies your income grows from your expanding sales team So the profit potential is almost unlimited This book shows you how to do it with techniques for getting started the right way setting goals prospecting for leads selling your product or service effectively putting on presentations building a sales organization working with distributors hosting meetings and sales parties participating in a trade show speaking to promote your product doing your own publicity

Unveiling the Energy of Verbal Beauty: An Emotional Sojourn through **Telephone Techniques That Sell**

In some sort of inundated with monitors and the cacophony of quick conversation, the profound energy and emotional resonance of verbal artistry frequently fade in to obscurity, eclipsed by the constant barrage of noise and distractions. Yet, situated within the musical pages of **Telephone Techniques That Sell**, a captivating function of literary elegance that impulses with fresh emotions, lies an wonderful trip waiting to be embarked upon. Published with a virtuoso wordsmith, this exciting opus books visitors on a mental odyssey, gently exposing the latent possible and profound affect stuck within the delicate internet of language. Within the heart-wrenching expanse of this evocative evaluation, we will embark upon an introspective exploration of the book is main styles, dissect their interesting publishing type, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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Table of Contents Telephone Techniques That Sell

1. Understanding the eBook Telephone Techniques That Sell
 - The Rise of Digital Reading Telephone Techniques That Sell
 - Advantages of eBooks Over Traditional Books
2. Identifying Telephone Techniques That Sell
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Telephone Techniques That Sell
 - User-Friendly Interface
4. Exploring eBook Recommendations from Telephone Techniques That Sell

- Personalized Recommendations
- Telephone Techniques That Sell User Reviews and Ratings
- Telephone Techniques That Sell and Bestseller Lists
- 5. Accessing Telephone Techniques That Sell Free and Paid eBooks
 - Telephone Techniques That Sell Public Domain eBooks
 - Telephone Techniques That Sell eBook Subscription Services
 - Telephone Techniques That Sell Budget-Friendly Options
- 6. Navigating Telephone Techniques That Sell eBook Formats
 - ePub, PDF, MOBI, and More
 - Telephone Techniques That Sell Compatibility with Devices
 - Telephone Techniques That Sell Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Telephone Techniques That Sell
 - Highlighting and Note-Taking Telephone Techniques That Sell
 - Interactive Elements Telephone Techniques That Sell
- 8. Staying Engaged with Telephone Techniques That Sell
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Telephone Techniques That Sell
- 9. Balancing eBooks and Physical Books Telephone Techniques That Sell
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Telephone Techniques That Sell
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Telephone Techniques That Sell
 - Setting Reading Goals Telephone Techniques That Sell
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Telephone Techniques That Sell

- Fact-Checking eBook Content of Telephone Techniques That Sell
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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