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1. answer the phone by the 3rd ring, speak directly into the mouthpiece which should be 1 inch from the mouth 2. identify the office and or physician and yourself 3. verify the identity of the caller 4. screen the call if necessary 5. apply active listening to assess the caller 6. determine the needs of the caller

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Chapter 9 Telephone Techniques Answer Key 9 Telephone Techniques SKILLS AND CONCEPTS Part I: Answering Incoming Calls and Taking Phone Messages (53 points) For each of the following messages taken from voice mail, determine who should receive the message; three questions to ask the patient when the call is returned; and what

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Chapter 9 Telephone Techniques Study Guide Answer Key

Chapter 9: Telephone Techniques Study Guide Answer Keys 4. The clinical medical assistant, Trina or Dean The patient has provided all of the information necessary to present his request to the physician. Unless the physician has additional questions, all the information is there to carry out the request, if approved by the doctor.

Chapter 9 Telephone Techniques Answer Key

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Chapter 9 Telephone Techniques Study Guide Answer Key

Chapter 9: Telephone Techniques Study Guide Answer Keys 4. The clinical medical assistant, Trina or Dean The patient has provided all of the information necessary to present his request to the physician.

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Telephone Techniques at Staff-Temps. Background. Staff-Temps International is a temporary employment agency based in Chicago, Illinois. It has six full-time and three part-time employment counselors.

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Chapter 9 Telephone Techniques. Telephone Use in the Medical Office. Define, spell, and pronounce the terms listed in the vocabulary. TEACH Lesson Plan Manual for Kinn's The Medical Assistant: An Applied Learning Approach 12 th edition.

Chapter 9 Telephone Techniques Vocabulary Review Answer Key

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