

are you a CUSTOMER SERVICE HAVE OR HAVE NOT?

LEARNING OBJECTIVES

for participants

1. Utilize a self-assessment tool to benchmark themselves against a customer service preferred profile while identifying the skills and activities where personal improvement would yield better customer service and quality patient care outcomes.
2. Recognize what happens during customer service interactions that can cause poor outcomes and a negative experience for customers (i.e., colleagues, other healthcare providers, patients, and patients' families).
3. Determine the skills and activities that promote outstanding customer service.

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COURSE OVERVIEW

Even though customer service is a critical function of quality patient care, when laboratorians think about customer service activities and how they translate into patient care, they tend to think customer service occurs only in the presence of patients.

However, the patient experience isn't just about what we do when we're with patients, but also about what we do as we interact with everyone who is in any way associated with patient care. We must make every effort to be engaged in skilled customer service activities with everyone, at all times.

The question may arise: what ARE the necessary skills and activities for providing great customer service (i.e., quality patient care) and how well do YOU execute them?

This session will provide an opportunity for self-assessment utilizing a customer service skills preferred profile and an interactive discussion regarding the dos and don'ts of outstanding customer service.



Course duration: one hour

This course is P.A.C.E.[®] eligible.