

TELEPHONE TECHNIQUE QUIZ

Almost Usually Rarely

The telephone rings...

- I answer before the third ring. _____
- I use the pencil and paper beside my telephone for notes. _____
- I answer my own phone. _____
- I smile as I speak to the caller. _____
- I am anxious to know who is calling and how I may help. _____
- It is easy for me to begin a conversation with the caller. _____

I pick up the receiver and...

- I give the caller the name of the doctor's office and my name. _____
- I listen without interrupting while the caller speaks. _____
- I quickly find out the reason for the call. _____
- I offer to help the caller. _____

While the conversation is going on...

- I speak pleasantly despite pressures. _____
- I don't use trite expressions or slang words. _____
- I make notes regarding the call (name, appointment, etc.). _____
- I use the caller's name. _____

At the conclusion of the call...

- I thank the patient for calling. _____
- I can end the conversation without sounding abrupt. _____

Concerning telephone techniques generally...

- My speech and meaning are clear to callers. _____
- I can remember names and voices of my patients. _____
- Difficult patients are easy for me to handle. _____
- Regardless of age or position, I am comfortable in conversation. _____

And, finally...

- I return calls promptly. _____
- I leave messages where I may be located if I am away from my desk. _____
- I gather as much necessary information as possible when I take calls for others. _____
- I call the answering service/machine frequently to check on the quality and information. _____

Rate yourself:
 2 points for each **Always**
 1 point for each **Usually**
 0.5 point for each **Rarely**

Score:
 40-50 Excellent
 30-40 Good
 20-30 Needs Improvement