

Creating Exceptional Patient Experiences

Role of the Front Office Staff

We Help

We Teach

We *Learn*

What is your role?

- First point of contact
 - Set the stage
- Information Gathering
 - More than just forms
- Managing Expectations
 - Build Value
- Guidance and support
 - Be the cheerleader



RSA

SHORT



<https://www.youtube.com/watch?v=1Evwgu369Jw>

Sometimes we
like to tell our
truth and
forget to tell

...

The Truth

**What challenges do
you face?**

**What procedures
would you like to
know more about?**