

Exceptional Assistants

Tips On Becoming Irreplaceable

Stephen Hartman

B.Sc. Podiatric Medicine, Chiropracist

3 Traits of Exceptional Assistants

- Honesty
- Never late/Show up to work
- Willing to learn
- Willing to take direction
- Ability to multi-task
- Nurturing/Compassionate
- Mature
- Hard worker
- Takes initiative
- Professional
- Problem solver
- Follows protocols
- Understands terminology
- Speaks a second language
- Thinks outside the box
- Etc etc. etc.....

Exceptional Assisting

Initial Appointment Request

Initial Appointment Reception

Initial Appointment

Initial Appointment Checkout

Follow Up Appointment

Booking Appointments

A Healthy Office

QUIZ TIME



Question #1

A patient shows up 20 minutes late for her appointment (a frequent offender)... *What do you do?*

- A) Yell and scream at her.
- B) Welcome her and let her know she is a little late. That is still ok however, and you will get her back in a reasonable time (as per office protocol).
- C) Get her in as soon as she arrives (obviously she is very busy).
- D) Tell her you can't see her, and reschedule her appointment in the next available opening.

Question #2

A new patient is insistent he only has a problem on his right foot, and wants to leave his left shoe on... *What do you do?*

A) Say that's ok, since he stated the problem is the right foot.

B) Tell him no problem, because standards of practice, regulatory guidelines, and policies and procedures do not have to be followed.

C) Ask your supervisor what to do, or look it up in the procedure manual.

D) Explain to him that you do a thorough examination of both feet on the first visit and ask him to remove both shoes.

Question #3

Patient calls for an appointment and needs in immediately, but the schedule is full for today... *What do you do?*

A) Tell her it must be an emergency and therefore come in anytime.

B) Book her in for next week as you are full until then.

C) Tell her to call somewhere else.

D) Get a detailed description of the problem, when it started etc. Review the chart to understand her history, get her number and say you will get back to her within a 1/2 hour. Follow office policy and speak to the chiroprapist about it.

Question #4

You are a new staff, and a patient is known for talking a lot, which backs up the office schedule... *What do you do?*

A) Talking is good. The patient will like me, and he needs to get to know me. I will use this as an opportunity to tell him about myself.

B) Put in ear plugs so you can't hear him.

C) Tell him you have been warned about him talking a lot.

D) Develop a strategy on how to best handle this, recognizing it's a problem. Ask a colleague how they would handle it and follow the office policy.

Question #5

A patient wants two receipts for his foot orthotics...

What do you do?

A) Tell him “no” as you gave him one last time, and he should look for it at home.

B) Kindly ask him why, and print him off another receipt.

C) Ask him if he is trying to submit it to another plan and commit fraud.

D) Kindly say you would be glad to give him a duplicate copy. Print off the receipt and stamp it ‘copy’, and follow office policy.

Thank you!

