

WHAT'S YOUR CUSTOMER SERVICE SUPERPOWER?



Be a hero to your patients by revealing your unique powers as a healthcare professional to provide exceptional patient experiences.



#1

I MAKE A GREAT FIRST IMPRESSION.

I always greet my patients in a professional but friendly manner. I'm a shape shifter who can shake off my own workplace worries in order to make a first impression count.

#2

I'M A GREAT LISTENER.

I can steer myself to pay attention to my patients. I have laser-like focus and highly trained ears to interpret and respond to my patients' concerns.



#3

I'M A GREAT COMMUNICATOR.

I'm not telepathic, but I can transport myself into my patients' shoes. I show respect and empathy in every patient encounter.

I establish dialogue with patients, ask open-ended questions, and read non-verbal cues.

#4

I HAVE PATIENCE, EVEN WHEN MY PATIENTS HAVE NONE

My senses are highly attuned to my patients' physical and emotional pain. I never argue with patients, and I can diffuse conflict with my calm and caring demeanor.



#5

I HONOR MY COMMITMENTS.

I do what I say I'm going to do and when I say I'm going to do it. I'm accessible, responsive, and honest about my mistakes.



#6

I TAKE THE EXTRA STEP.

I can overcome obstacles in a single bound to get my patients what they need when they need it. I'm like Superman with a stethoscope.



#7

I'M ALL OF THE ABOVE.

Holy customer care, Batman! With skills like these, you'll win the day in positive patient experiences.

Never waver from using your superpowers, and you'll become a legend in patient satisfaction.

