

Chapter 11

Telephone Techniques

Objectives:

- Explain the importance of communication skills
- Explain how to manage incoming telephone calls
- Describe how HIPPA applies to telephone communications
- Describe the procedure for calling a prescription renewal into a pharmacy
- Compare the types of calls the medical assistant handles with those the physician or other staff members handle
- Describe how to handle various types of incoming calls from patients and from others
- Discuss the importance of proper telephone etiquette
- Describe the procedures for taking telephone messages
- Explain how to retrieve calls from an answering service
- Describe the procedures for placing outgoing calls
- Explain the function of telephone triage in the medical office
- Explain the uses of a facsimile machine in a medical office

Vocabulary:

- enunciation
- etiquette
- facsimile machine
- pitch
- pronunciation
- telephone triage

Assignments:

_____ **Read Chapter 11**—pages 222-236 or pages 196-208 (2nd edition)

_____ **Preview Chapter 11 PowerPoint Presentation**

_____ **Complete End of Chapter Review**—page 237

_____ **Complete Worksheet Pages**—pages 108-115

Assessment:

_____ **Complete Student Tutorial CD**

- **Administrative Practice**--Handling Emergency Calls
- **E-Mail Print Progress Report**

_____ **Application Activities #5**—Paragraph on Making Good Impression—page 237

_____ **Chapter 11 Exam**