

CALL CONVERSION TRAINING OVERVIEW -

How your team answers the phone goes a long way to determining the quantity and quality of your patient base. Good phone skills provide better service, help overcome insurance objections and set correct expectations ensuring a better overall relationship.

TRAINING OVERVIEW:

- 1. Discovery:** We analyze how you currently answer the phone, and preview the training to ensure compatibility.
- 2. Method:** We train over the phone using a slideshow screen share. This is an effective process that is interactive. We have over 10 years experience and over 95% positive feedback on our trainings.
- 3. What's Covered:** Call Conversion Training focuses on improving phone skills and increasing appointments. Employees will be trained on 10 Key Performance Indicators (KPI's) that help to increase closure rates by 50%. Includes listening to recorded phone calls and grading each call based on alignment with the KPI's. Also Includes re-training after listening to the phone calls after the first mailing. (Call tracking # required)
- 4. Follow-up:** After the training the slideshow and a resource kit are sent to the practice. Each month we will follow up on the training to hold the practice accountable and establish good habits.
- 5. Re-training:** If needed, we will re-train employees or work with them to overcome any issues. We will also train new hires as needed. This is available throughout the duration of the contract.

WHAT'S INCLUDED:

- Call Tracking Number (12 months)
- Call Recording
- Monthly Call Grading
- Training Discovery
- Call Conversion Training
- Monthly Accountability & Follow-up
- Re-training as necessary

GROWTH IMPACT

- Increase new patients
- Increase loyalty