



February 19, 2015



CUSTOMER SERVICE for HEALTHCARE TRAINING

Customer Service for Healthcare Training

Because customer service is not a department, it's an attitude.

Last year, many NPO practices participated in a patient satisfaction survey using the CG-CAHPS survey. The major opportunity identified was the improvement of customer service skills for the front office staff. The customer friendliness of that staff sets the tone for all patient interactions and can do so much to "save" the situation when there are those unavoidable issues.

Dr. Heather Frazier is offering a one-day session, Wednesday, March 4, on "Customer Service for Healthcare". The flyer is located [here](#). AND, AS AN NPO MEMBER, your registration fee is reduced by 10%!! Just note that you are an NPO member when you register. If there are problems with the discount, just give us a call here at 231-421-8505.



For NPO Members - REGISTER TODAY !

Quick Links...

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Oh, no no no...

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