

MO217

Chapter 8

Telephone Techniques—Questions

NAME:

DATE:

1. The office manager cautions the medical assistants to avoid \_\_\_\_\_ because most patients do not understand complicated medical terms.
2. The highness or lowness of sound is called its \_\_\_\_\_.
3. When speaking on the phone or in public, Dr. Conn knows that he should avoid \_\_\_\_\_ speech to keep the listeners interested and enthusiastic about what he has to say.
4. The utterance of articulate clear sounds is \_\_\_\_\_.
5. Dr. Beard ordered the laboratory tests \_\_\_\_\_ so that the results would be reported to him immediately.
6. Mackenzie has learned to be \_\_\_\_\_ when she speaks with patients on the phone so that she maintains a good relationship with them.
7. Dr. Lightfoot prefers that the receptionist \_\_\_\_\_ all his calls so that he can concentrate on the patients in the office during their examination.
8. Patients have expressed that they would like to be able to talk to a real person when calling the office after hours. The office manager is considering using a(n) \_\_\_\_\_ to address patient concerns.
9. When the receptionist is not sure if the patient should be seen that day they would transfer the call to the \_\_\_\_\_ area.
10. \_\_\_\_\_ provides callers with a menu of choices to be directed to the correct department.