

Reassure

Introduce yourself and let the patient or customer know you will be able to help with their needs.

Explain

Use common language to describe the procedure and how long it is expected to take.

Listen

Ask the patient or customer if they have any questions and actively listen to the concerns.

Answer

Answer all questions clearly and completely, or find someone else who can help.

Take Action

Provide the best customer-centered care and service. This means "It's all about them!"

Express

Thank the patient or customer for choosing ERMIC and allowing you the opportunity to serve them.

Appreciation

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