



Does your patient service need a booster shot?



The Prescription for Service

From the provider perspective, patient service is a demanding job. From the patient's side, dealing with the health related issues is often considered a necessary evil! To excel in patient service, healthcare professionals must find a balance between meeting all the demands of a paper and liability intensive profession with the compassion that every patient desires and deserves!

THE PRESCRIPTION FOR SERVICE program will help your healthcare providers to navigate the sometimes rocky road of patient service to reach the destination of not only satisfied patients but loyal ones who will grow your practice and your business through referrals to friends, family members, and colleagues.

THE PRESCRIPTION FOR SERVICE is presented by Teresa Allen, an internationally recognized expert in the field of customer service. Teresa sought the input of many nurses and healthcare administrators to insure that your program participants are able to immediately see results through a higher level of patient service!

Program participants will leave with:

- **A Renewed Positive Attitude about Patient Service**
- **An Ability to Better Connect with Patients, Family Members, Physicians, and Insurers**
- **Specific Tools on How to "Say It Better!"**
- **Techniques for Managing Patient Conflict**
- **Renewed Confidence in Handling Varied Patient Personalities**
- **The Good, The Bad, and the Ugly*:**

Insights on Patient Survey Data

*optional module if you have survey information



About Teresa Allen

Author: *Common Sense Service*

Co-Author: *The Service Path*



Ask Teresa about copies of her book for your participants...

Custom inserts are a great for your program sponsors!

Owner of Common Sense Solutions, a national customer service training and consulting firm, Teresa Allen helps businesses and organizations build success through service excellence. Teresa is an internationally recognized service expert currently ranked in the Top 5 of the world's service experts on GlobalGurus.org for three consecutive years and is ranked in the Top 10 of U.S. Speakers on Speaking.com. Teresa will work with you to customize the *Prescription for Service* program for your hospital, your practice, or your association meeting. Many groups also take advantage of Teresa's ability to do onsite observations and review of satisfaction surveys prior to the event. This insures that your program is focused on the specific areas of possible improvement. If you are looking for a down-to-earth presenter who will immediately connect with your participants, call Teresa today for a consultation on your program needs and objectives!

When you **NEED Expertise and you **WANT** fun,
Teresa is the perfect speaker for your event!**

What clients and participants are saying about the *Prescription for Service* program...

This speaker has really gone to the depths and pulled up some really good suggestions and ideas we can all use at the front desk.

I think the presentation of the materials in this seminar will go a long way to getting the message across. Attending this session will help me with several issues I have.

A well organized program with a style that encourages interaction with the audience without forcing it. It felt more like a conversation than a speech.

This is an excellent program and I think it would benefit our nurses as well.

Presentation was excellent and the materials were very appropriate for the job. The speaker was interesting, upbeat and very positive. Information was great... thanks!

Thank you for your excellent Prescription for Service program presented at our regional meeting for VHA Georgia nursing administrators. We appreciate the time you took to incorporate the SatisQuest data into the presentation. The VHA staff will definitely benefit from the strategies and skills presented.

Carmen Hughes, SatisQuest
Volunteer Hospitals of America
Georgia Meeting Coordinator

I wanted to take this opportunity to let you know how much I appreciated the "Prescription for Service" training session that you provided at our corporate meeting. Your presentation exemplified the excellence we want to foster in our team. It was a fun way for our staff to learn and experience the keys to incorporating customer service at all levels of the company!

Clint Snell, President
Snell's Limbs & Braces

As one of our attendees said on her evaluation: "She brings such enthusiasm to a room and subject and everyone gains from her sessions." If you are looking for a new approach and for someone to breathe fresh life into your organization, you must contact Teresa Allen today!

Pat Covington
The Waterford Assisted Living Center