

FRONT DESK TRAINING ESSENTIALS

LEARNING OBJECTIVES

- 1.** Explain the key professionals involved in hearing healthcare, common settings for hearing clinics, whom they serve, and the fundamental principles of information privacy. Identify the main parts of the human ear and hearing basics.
- 2.** Recall the typical roles and responsibilities of a front office staff member in a hearing clinic. Complete the daily tasks and better understand the challenges involved in this position. Follow or implement standard operating procedures (SOPs).
- 3.** Demonstrate effective communication strategies when interacting with clients with hearing loss. Foster the skills and traits required to succeed in the front office. Practice conflict resolution techniques to handle difficult customer situations. Differentiate between different client personality types.
- 4.** Differentiate between various types of hearing care appointments and the purpose of each, including common and specialized services. Recall the importance of referrals to and outside the clinic.
- 5.** Become familiar with different office equipment and clinical equipment and the systems used in hearing clinics. Recall the importance of using a CRM for clinic management.
- 6.** Develop strategies for effectively managing and prioritizing appointments. Design a plan for handling payment options, including private pay, third-party payments, and refunds. Explore trial periods, returns and bundled versus unbundled service models.