

## A Note to the Supervisor

Thank you for enrolling your front office staff in this training program. This document will give you an idea of what your staff will learn as they work through this program, and how you can support them while they learn on the job.

We recommend having them complete this program over the course of one week. They can complete this during their first few weeks of employment, or they can get started with modules 1, 2, and 3 in advance of starting work, and then completing modules 4, 5 and 6 during their first week. Access is maintained for 6 months after purchase.

This training program conveys the essentials of the front office role but leaves room for the supervisor to train on the specifics of their clinic. This is accomplished through the homework for each module, where the student completes readings, and then the assignments are completed with some input from the supervisor so that the material can be customized to your clinic.

Below is an overview of the 6 modules in this course. Please note **each module requires supervisor participation for the homework**, which should only take you a few minutes for each section. We anticipate the entire program taking an average of 6 to 8 hours to complete for your new staff.

### 1. INTRODUCTION TO HEARING HEALTHCARE

- a. What is Hearing Healthcare?
- b. The Professionals
- c. Clinic Settings
- d. The Ear
- e. Information Privacy
- f. Homework

- c. Hearing Aids
- d. Specialized Services
- e. Referrals
- f. Scheduling
- g. Homework

### 2. THE FRONT OFFICE ROLE

- a. Job Description
- b. Titles
- c. Roles & Responsibilities
- d. A Typical Day
- e. Standard Operating Procedures
- f. Homework

### 5. EQUIPMENT

- a. Clinical Equipment
  - i. Otoscopes
  - ii. Audiometer
  - iii. Sound Booth
  - iv. Middle-Ear Analyzer
  - v. Hearing Aid Verification
  - vi. Hearing Aid Software
- b. Office Equipment
  - i. CRM
  - ii. Phone System
  - iii. Fax
  - iv. Point of Sale
- c. Homework

### 3. CUSTOMER SERVICE ESSENTIALS

- a. Critical Customer Service Skills & Traits
- b. Communicating with the Hard of Hearing
- c. Stages of Behavioral Change
- d. Personality Types
- e. Unhappy Clients
- f. Homework
- g. Optional add on: DiSC personality type assessment (purchased from 3<sup>rd</sup> party – no affiliation to Pacific Audiology Group)

### 6. PAYMENT PROCESSING

- a. Trial Periods
- b. Payment Options
- c. Private Payment
- d. Government Programs
- e. Insurance
- f. Returns
- g. Homework

### 4. SERVICES, APPOINTMENTS & SCHEDULING

- a. Hearing Tests
- b. Hearing Conservation