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lisa_jo_joseph. kinns chap 5. Terms in this
set (35) Having a keen sense of what to do
or say to maintain good relations with
others is called. Tactful.

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1. answer the phone by the 3rd ring, speak directly into the mouthpiece which should be 1 inch from the mouth
2. identify the office and or physician and yourself
3. verify the identity of the caller
4. screen

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the call if necessary 5. apply active
listening to assess the caller 6. determine
the needs of the caller

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qualities; having the capacity to... To
foster the growth of; to improve by labor,
care, or study. choice of words especially
with regard to correctness, clearne....

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Chapter 9 Telephone Techniques Answer

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Key 9 Telephone Techniques SKILLS
AND CONCEPTS Part I: Answering
Incoming Calls and Taking Phone
Messages (53 points) For each of the
following messages taken from voice mail,
determine who should receive the
message; three questions to ask the patient
when the call is returned; and what

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Guide Answer Keys 4. The clinical medical assistant, Trina or Dean The patient has provided all of the information necessary to present his request to the physician. Unless the physician has additional questions, all the information is there to carry out the request, if approved

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Chapter 9: Telephone Techniques Study
Guide Answer Keys 4. The clinical
medical assistant, Trina or Dean The
patient has provided all of the information
necessary to present his request to the
physician.

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Telephone Techniques at Staff-Temps

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Background. Staff-Temps International is a temporary employment agency based in Chicago, Illinois. It has six full-time and three part-time employment counselors.

Solved: Telephone Techniques at Staff-Temps ...

Telephone Techniques at Staff-Temps.

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Background. Staff-Temps International is a temporary employment agency based in Chicago, Illinois. It has six full-time and three part-time employment counselors.

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Telephone Use in the Medical Office.

Define, spell, and pronounce the terms listed in the vocabulary. TEACH Lesson Plan Manual for Kinn's The Medical Assistant: An Applied Learning Approach 12 th edition.

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