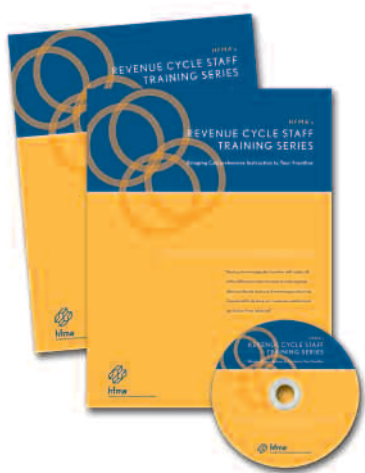


REVENUE CYCLE STAFF TRAINING SERIES



This Customer Service Training features:

- Four hours of in-depth training covering customer service best practices
- A DVD featuring dynamic role playing and patient/staff interactions
- A facilitator guide
- Participant workbooks

CUSTOMER SERVICE TRAINING FOR FRONTLINE STAFF

When your frontline staff provides outstanding customer service, patient safety and satisfaction increase, as well as your bottom line. HFMA's Revenue Cycle Staff Training Series shows frontline staff how to provide excellent customer service and ensure patients have a positive healthcare experience.

High-impact customer service training provided by HFMA results in:

- Increased patient satisfaction
- Increased productivity, employee retention and job satisfaction
- Decreased A/R inventory and bad debt
- Reduced exposure to compliance inadequacies
- Increased cash collections
- Decreased denied claims

Why this type of training works:

Participants receive immediate feedback and suggestions based on real customer situations. The learning experience is enhanced by live facilitation and peer-to-peer sharing. Additionally, participants gain a better understanding of the role they play in the healthcare organization, leading to buy-in and a commitment to excellence.



Video Segment 3: Access staff members take part in a skill set discussion.



REVENUE CYCLE STAFF TRAINING SERIES

**Order MODULE 1:
EXCELLENCE IN
CUSTOMER SERVICE
by Jan. 1, 2007, and
receive a 10 percent
discount!**

"Having a knowledgeable frontline staff makes all the difference in creating a positive customer experience. Trained staff helps keep our patients satisfied and our bottom lines balanced."

Essential Customer Service Training

1. Four hours of comprehensive training that covers:
 - A detailed look at patients' interaction with frontline staff
 - How a patient's experience with the revenue cycle process (i.e., time spent waiting to pay, information errors that occur, etc.) directly impacts their level of satisfaction
 - Critical customer service best practices
2. A facilitator guide that ensures that team leaders are consistent and thorough as they conduct staff training sessions
3. Participant workbooks that reinforce learnings and offer take-aways for staff
4. DVD with content and role play scenarios to provide real-life examples and illustrate situations

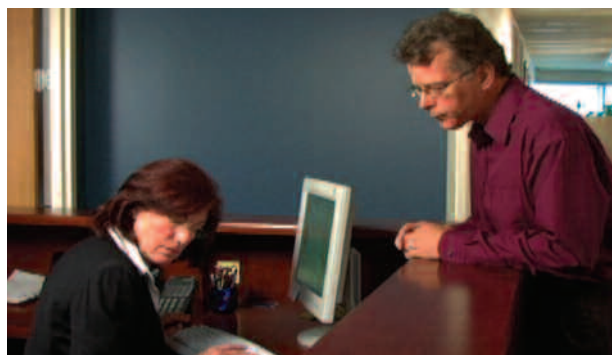
Package price: \$1,499

Enhanced Customer Service Training

Includes all of the benefits of the Essential Package AND includes an expert HFMA facilitator coming to your office to personally lead your organization's training.

Package price: \$5,000

For more information, please call (800) 252-4362, extension 2.



Video Segment 1: A patient attempts to book a follow-up appointment.

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