

## Front Desk Staff Training Manual

# MANUAL

*Building a Positive First Impression*

Creating a Welcoming and Efficient Patient Experience.



**THE JOURNEY TO  
WELLNESS STARTS  
WITH A SMILE**

# Building a Positive First Impression

We are a multidisciplinary group of physiotherapy clinics dedicated to providing exceptional care to our patients in New Westminster and Surrey.

As a front desk staff member, you play a vital role in creating a welcoming and professional environment for our patients. This manual will equip you with the knowledge and skills to excel in your role and contribute to our positive patient experience.

**PROFESSIONALISM & SERVICE**



# 1. Mountainview Culture: Professionalism & Customer Service

At Mountainview, we believe in fostering a professional and patient-centered environment. This means:

- **Treating everyone with respect:** This includes patients, staff, and healthcare professionals.
- **Maintaining a positive and helpful attitude:** A smile and a can-do spirit go a long way!
- **Presenting a professional image:** Dress neatly and maintain a clean work area.
- **Adhering to confidentiality:** Patient information is private.
- **Effective communication:** Speak clearly, listen attentively, and communicate information accurately.

**TOGETHER WE MAKE A DIFFERENCE**



## 2. Your Responsibilities:

- **Greeting patients:** Warmly welcome patients upon arrival and make them feel comfortable.
- **Scheduling appointments:** Efficiently schedule appointments based on patient needs and therapist availability.
- **Patient intake:** Collect patient information and insurance details accurately. Suggest friendly to follow our social media accounts.
- **Triage:** Direct patients to the appropriate healthcare professional or waiting area.
- **Answering phones:** Professionally answer all incoming calls, answer questions clearly, and direct calls as needed.
- **Payment processing:** Process patient payments efficiently and accurately.
- **Maintaining clinic records:** Organize and maintain patient files according to clinic protocols.
- **Administrative duties:** Perform general administrative tasks such as data entry, filing, and maintaining a clean and organized work area.

YOUR ESSENTIAL ROLE AT THE FRONT DESK



### 3. Effective Communication:

- **Actively listen:** Pay close attention to patient needs and concerns.
- **Use clear and concise language:** Avoid medical jargon and explain things simply.
- **Be empathetic:** Show understanding and compassion towards patients who are experiencing pain or discomfort.
- **Maintain a positive tone:** Use an optimistic and reassuring voice.

TREATING PATIENTS LIKE FAMILY



## 4. Handling Patient Inquiries:

- Be knowledgeable about clinic services and available healthcare professionals.
- If you cannot answer a question, offer to find out the answer or direct the patient to the appropriate person.
- Be prepared to handle challenging situations calmly and professionally. If a situation escalates, seek assistance from a supervisor.
- Find current information about services and rates in our web site [www.mountainviewhealth.ca](http://www.mountainviewhealth.ca)

**CREATING A POSITIVE PATIENT  
EXPERIENCE**



## 5. Maintaining a Positive Work Environment:

- Work collaboratively with other staff members.
- Be helpful and supportive towards colleagues.
- Maintain a clean and organized work area.
- Report any safety concerns or equipment malfunctions to a supervisor.

## 6. Additional Resources:

- Clinic Policies and Procedures Manual: Refer to this manual for detailed information on clinic policies, procedures, and emergency protocols.
- Supervisor: Your supervisor is here to support you and answer your questions. Do not hesitate to ask for help if needed.



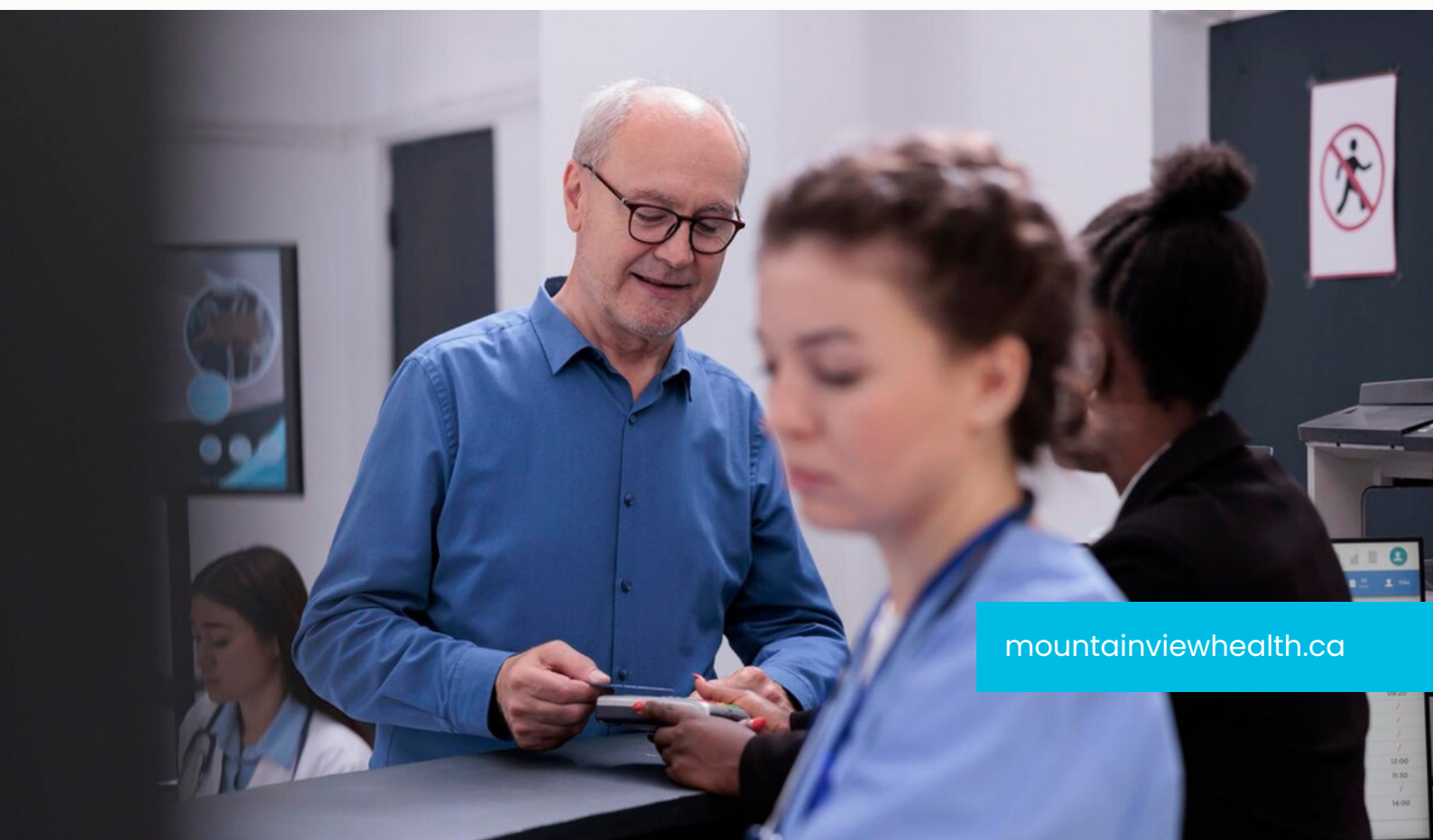
## 7. Commitment to Continuous Learning:

Mountainview is committed to providing ongoing training and development opportunities for its staff. We encourage you to participate in training sessions and stay updated on industry best practices.

*Thank you for choosing to be part of the Mountainview Health and Wellness team!*

By following the guidelines in this manual and embracing our professional culture, you will make a significant contribution to the success of our clinic and the well-being of our patients.

**THANK YOU & WELCOME TO THE TEAM!**







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