

Indian Health Service

Customer Service

Shi' Sha' – What About Me?

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CUSTOMER SERVICE IS AN ATTITUDE

- Customer service is critical in any service-oriented industry.
- The goal is to make it a memorable visit for the customer.
- Exceptional service will bring the customer back.



WHO ARE YOUR CUSTOMERS?

- Fellow co-workers
- Other clinic or hospital employees
- Visitors
- Outside organizations
- Patients & patient's family



3 KEY AREAS OF CUSTOMER SERVICE

- Appearance
- Communication
- Knowledge



APPEARANCE is Everything!

Our customers judge us on first impressions:

- Office décor
- Professional attire
- Body language

APPEARANCE

The first things our customers see, even before we speak:

- Parking lot
- Entrance
- Waiting Room



APPEARANCE - Office Decor

- Is your office professional looking?
- Your messy office will definitely give the customer the wrong impression.
- The customer may not trust you with the information or document they give you.



APPEARANCE - Office Décor

- Too many signs posted in your office or waiting areas confuse your customers.
- Negative signs – “*DON’T...*”
“*YOU MUST...*” *NO...*”
- Looks messy & unprofessional.



APPEARANCE - Office Decor

- Inappropriate display of posters or photos may give the wrong impression to our customers.
- Creates an unprofessional environment.



APPEARANCE

- Keep your office and waiting rooms neat, professional-looking and clutter free.



Appearance

- Take pride in your facility.
- Everyone contributes to customer service
- It's just not the health care providers or front desk people who contribute to customer service.



APPEARANCE - Professional Attire

How do you dress for work?



APPEARANCE - Watch What You Wear!

- No revealing clothing
- Tight fitting clothing



APPEARANCE - Unprofessional Look

- No hickies!
- A sloppy appearance gives a sign of a non-professional attitude

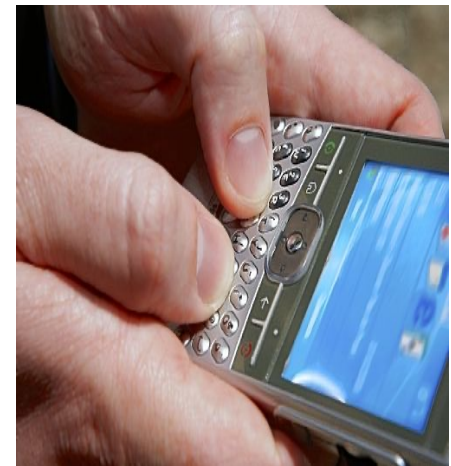


APPEARANCE

- The way you dress tells a lot about who you are.
- Look in the mirror and ask yourself if what you are wearing is suitable to your work environment.
- Dress appropriately when attending trainings and meetings away from facility.
- Remember – First impressions is important to our business.

APPEARANCE - Professional demeanor

- Show common courtesy.
- Don't be chewing gum or eating when assisting customers.
- Turn off your personal cell phone. Cell phones are distractions.
- Texting in front of your customers.



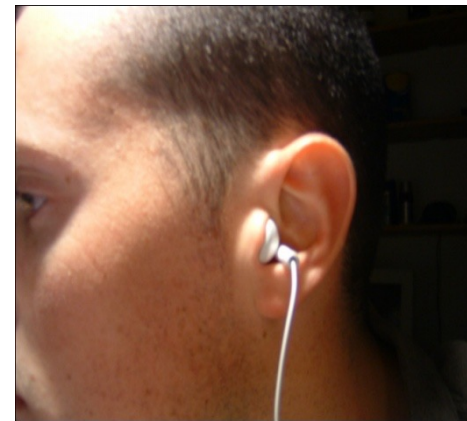
APPEARANCE - Perfume

- Refrain from wearing excessive scents.
Perfume, fabric softener, hair spray, deodorant, hand cream, soap
- Strong odors are distracting & annoying to our respiratory patients & employees.
- It is scientific fact that a person cannot smell themselves.



APPEARANCE - Professional Demeanor

- Employee I.D. covered with stickers or pins – can't read your name.
- Loud music in customer areas.
- Listening to your iPod in customer areas.
- Posting on social media while on duty.



APPEARANCE - Professional Demeanor

- Show respect by knocking before entering office.
- Wait for the person to get off the telephone.
- Leave a note or message.



APPEARANCE - Professionalism & Respect

- Show respect by conducting yourself in a professional manner:
 - rolling eyes (*seizures*)
 - making unpleasant noises of disgust
 - never use profanity
- Use professional etiquette when appropriate:
Mrs. Robinson, Mr. King, Dr. Nabahe

APPEARANCE - Body Language

- Watch your facial expression.
- Your body language.

SMILE!

SMILE!

SMILE!



COMMUNICATION - Greeting

- Acknowledge the person, don't ignore them.
"Hi, I'll be right with you"
- Ask – *"How may I help you?"*
- Avoid saying – *"Whatcha need"* or *"Next!"*
- Acknowledge them by their name.
- Greet people as though you are happy to see them, and not a burden!

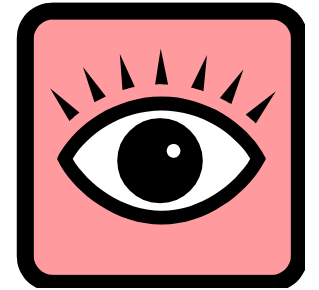
COMMUNICATION - Person-to-Person

- Eye contact.
- Shake hands
- Give the person your name
“Hi I’m Gary, How May I Help You?”
- Show genuine interest when assisting customers.
- Offer to help fill out forms.



COMMUNICATION - Listen

- When your customer is talking to you, it is very important to listen to them with your:
 - Eyes
 - Heart
 - Not just your ears
- Show empathy!



COMMUNICATION - Think Before You Speak

- Watch what you say and how you say it.

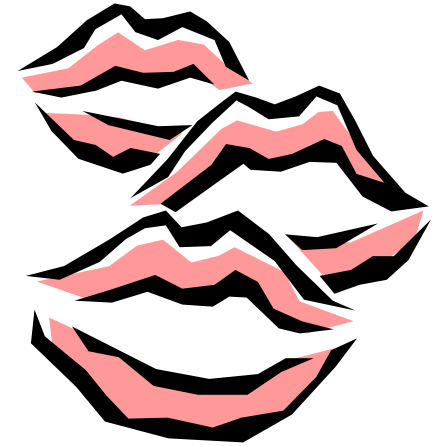
“you need to...” or “you must...”

“The computer says your dead”

“I don’t know...go see GRK”

“Your chart is gone, Medical Records sent it to FRC”

- Use an interpreter if needed.



COMMUNICATION With Patients

- Be aware of your tone of your voice.
- Refrain from yelling at customers.
- Take down your plexiglass.
- Tip – Use a paper towel roller or roll up a paper to speak to a hard of-hearing patient.



COMMUNICATION - Telephone Techniques

- Don't answer the phone using abbreviations:
“AR” “HIM” “Records” “PBC” “PRC”
- Answer the phone professionally. Give your Name!
- When taking messages for colleagues, instead of saying: *“Do you want to leave a message”*
Try instead...
“May I have your name & number”



COMMUNICATION - SMILE!

- Smile when you're on the phone. The smile in your voice will come through.



COMMUNICATION -Telephone Techniques

- When transferring telephone calls, be polite at all times:
 - Avoid saying “*Hold on*” or “*put you on hold*”
- Before transferring, offer assistance as much as possible if you can.
- When transferring, wait for the person to answer and provide any information before releasing the call.

COMMUNICATION -Telephone Techniques

- Apologize if the person has been transferred several times, even if not your fault.
- Give the caller the phone number and the person's name that you are connecting them to.
- TIP - When leaving a voice message, speak clearly and repeat phone number slowly

COMMUNICATION - Telework

- Whether you are using a Government or personal cell phone:
 - Answer your calls professionally
 - Answer timely and return calls
- Know that calls may be from non-patient care areas, internal depts and external customers.
- Respond to emails timely.



COMMUNICATION - E-Mail Etiquette

- Use proper language to convey a professional image.
- **LARGE BOLD FONTS** maybe taken as you are shouting out.
- Busy backgrounds make it difficult to open the email message.
- Emails are administrative records and official correspondence of the U.S. Government.

COMMUNICATION - E-Mail Etiquette

- E-mail is not texting, and text abbreviations BTW, LOL, TTYL should not be used in official correspondences.
- End the email chain when needed.
- Do not send chain emails as it may affect customer service (*may shut down computer systems with a virus*)



KNOWLEDGE -Learn About Your Organization



- Know about your facility & services you provide.
- Get rid of the *“I don’t know”*
- Invest in training your staff, instead of contracting out.

Longevity = Subject Matter Expert (SME)

Annual Rates by Grade and Step

| Grade | Step 1 | Step 2 | Step 3 | Step 4 | Step 5 | Step 6 | Step 7 | Step 8 | Step 9 | Step 10 |
|-------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| 1 | \$ 23,440 | \$ 24,227 | \$ 25,005 | \$ 25,781 | \$ 26,560 | \$ 27,015 | \$ 27,787 | \$ 28,563 | \$ 28,594 | \$ 29,322 |
| 2 | 26,356 | 26,984 | 27,857 | 28,594 | 28,918 | 29,768 | 30,619 | 31,469 | 32,320 | 33,170 |
| 3 | 28,758 | 29,717 | 30,676 | 31,634 | 32,593 | 33,552 | 34,510 | 35,469 | 36,428 | 37,386 |
| 4 | 32,283 | 33,359 | 34,435 | 35,511 | 36,587 | 37,663 | 38,739 | 39,815 | 40,891 | 41,967 |
| 5 | 36,118 | 37,322 | 38,526 | 39,730 | 40,934 | 42,138 | 43,341 | 44,545 | 45,749 | 46,953 |
| 6 | 40,262 | 41,604 | 42,946 | 44,288 | 45,631 | 46,973 | 48,315 | 49,657 | 50,999 | 52,341 |
| 7 | 44,740 | 46,231 | 47,722 | 49,213 | 50,704 | 52,195 | 53,686 | 55,176 | 56,667 | 58,158 |
| 8 | 49,549 | 51,200 | 52,851 | 54,502 | 56,154 | 57,805 | 59,456 | 61,107 | 62,758 | 64,410 |
| 9 | 54,727 | 56,551 | 58,375 | 60,200 | 62,024 | 63,848 | 65,673 | 67,497 | 69,321 | 71,146 |
| 10 | 60,266 | 62,275 | 64,284 | 66,293 | 68,302 | 70,311 | 72,321 | 74,330 | 76,339 | 78,348 |
| 11 | 66,214 | 68,421 | 70,628 | 72,834 | 75,041 | 77,247 | 79,454 | 81,661 | 83,867 | 86,074 |
| 12 | 79,363 | 82,009 | 84,655 | 87,301 | 89,947 | 92,593 | 95,239 | 97,885 | 100,530 | 103,176 |
| 13 | 94,373 | 97,519 | 100,664 | 103,810 | 106,955 | 110,101 | 113,246 | 116,392 | 119,537 | 122,683 |
| 14 | 111,521 | 115,238 | 118,955 | 122,672 | 126,390 | 130,107 | 133,824 | 137,541 | 141,259 | 144,976 |
| 15 | 131,178 | 135,551 | 139,923 | 144,296 | 148,669 | 153,041 | 157,414 | 161,786 | 166,159 | 170,532 |

KNOWLEDGE - Learn ...To Share Information

- COVID-19
- Affordable Care Act
- Purchased Referred Care
- Personal Health Record
- It's your family & friends that ask questions, so be informed.



COMMON COURTESY - Be Helpful

- Escort the patient –
Ask “may I take you there?”
- Get out of your chair!
- Don’t leave customers waiting.
- Take the extra time to assist.
- You are never TOO BUSY!



CUSTOMER SERVICE - One Mission

- Customer service is a part of everyone's job in IHS.
- We all are members of the same team and work under the same mission.
- Patients cross Service Unit boundaries for care.



RESPECT

- Give the impression that you genuinely want to help them.
- Treated all with respect & dignity.
- Never tell them “*I’m the only one here*” or “*we are short staffed*” – customers don’t want to hear this.



Customer Service Fact

- Because we are health care, our customers may be sick and in pain.
- Customers don't want to wait or be bothered with filling out forms.
- Consider the fact that the customer may be scared.

COMMON COURTESY - Show Compassion

- Treat the customer as a human being.
- Don't think of the person as just another number, chart, form, or \$\$\$.
- The person is there for a reason and needs your assistance.

Duty To Privacy

- Respect privacy at all times. Even if a relative, friend or colleague.
- Don't ever repeat or post on-line what you may hear or see.
- Don't abuse your access.
- Building privacy trust is part of customer service.



VISITORS

- Welcome employees appropriately, especially contract employees, students, dignitaries or visitors:

“Welcome to Shiprock!”

“I’m so glad you joined us”

- Let them know you are there to help them.
- Your behavior good or bad, reflects on the facility.



HANDLING AN UPSET CUSTOMER

- Listen to the person.
- Stay calm. Never raise your voice.
- Getting angry only makes the person upset.
- Repeat what was said to understand the concern.
- Explain at a level that can be understood.

HANDLING AN UPSET CUSTOMER

- Don't be quick to give them a patient complaint form.
- Do what you can to assist the patient.
- You know you've succeed when you don't have to involve your BOSS or the Patient Advocate. *Pat yourself on the back!*



Does Your Position Description Allow This?

Accounting Technician GS-525-6



INTRODUCTION

This position is located in Financial Management Branch of the Indian Health Service Hospital, and serves as the Accounting Technician responsible for performing a variety of complex technical duties for the Finance Office, in support of patient care services.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Audits all incoming vouchers for completion on a daily basis for payment.
2. Prepares a monthly reconciliation of the general ledger, ensuring that the basic accounting data are utilized.
3. Maintains vendor files for entire facility by filing receiving reports, invoices, and purchase orders on a daily basis.

OTHER DUTIES:

1. Coordinates personal business utilizing Government resources (telephone, computer, fax, etc.) to ensure family and/or personal life is not interrupted while at work.
2. Constantly reports to work 10-15 minutes late daily, and repeatedly calls in on payday Friday.
3. Interrupts work flow by visiting and gossiping with colleagues, therefore not meeting established deadlines, requiring overtime to complete tasks.
4. Utilizes exceptional customer service skills and telephone etiquette when talking to family and friends on personal cell phones, while exercising rude, unprofessional conduct to other hospital employees, patients, vendors and contractors in person or by telephone.
5. Coordinates department arguments, disagreements, and undermines supervisor when new tasks are assigned.
6. Ability to be non-productive and unmotivated to complete assignments. Has knowledge to give excuses of why work was not done by blaming others.
7. On a daily basis, is unaccountable for quality of work, therefore relies on other colleagues to assist with work.
8. Attends Area-wide meetings, arriving late and leaving early, and not sharing information with fellow colleagues.

KNOWLEDGE - Monitor

- Use customer service surveys for both external and internal customers.
- Create a “report card” to have your customers rate you.
- Have mini-customer service tips at each staff meeting.



KNOWLEDGE - Monitor

- Develop cue cards or cheat sheets to assist you.
- Report findings with your staff and create ways to improve by sharing.
- Establish a PI to work towards reducing complaints (PDCA).
- CELEBRATE when you meet your goal!



KNOWLEDGE - Customer Education

- Have a booth during National Customer Appreciation Week (*October*) or during National Hospital Week (*May*).
- Involve your community and staff with activities that promote your department or facility:
 - First New Years Baby
 - National Recognition Week (HIP Week)



TIPS

- Get up early in the morning, giving yourself ample time.
- Wake up with a positive attitude!
Tell yourself “*Today will be Great!*”
- Exercise – 2 minutes!
- Have a good breakfast.



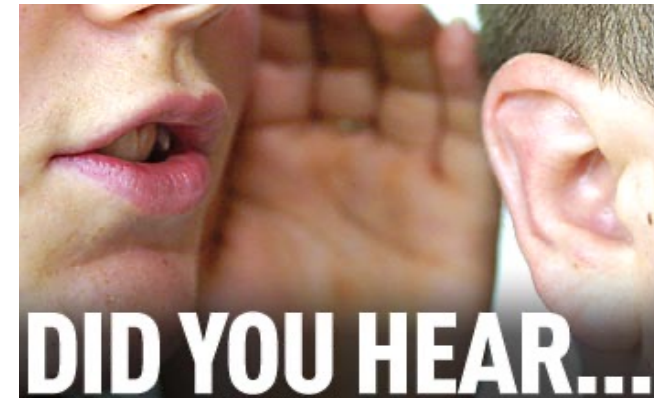
TIPS

- Listen to soothing music driving to work.
- Smile while driving to work.
- Say “*Good Morning*” and mean it!



TIPS

- Be the model employee. Set the example for others.
- Follow the Code of Ethics.
- Concentrate on your work while on duty.
- Don't be so negative!
- Avoid gossip.



Accept The Fact In Healthcare

- You will always be busy.
- There will always be work to be done.
- You will never get caught up.
- You will always have people relying on you.

Accept The Fact In Healthcare

- Health care changes due to advancement in medicine.
- You have to be adaptable to changes in work processes.
- Change is all around us and we each experience change in our personal lives.



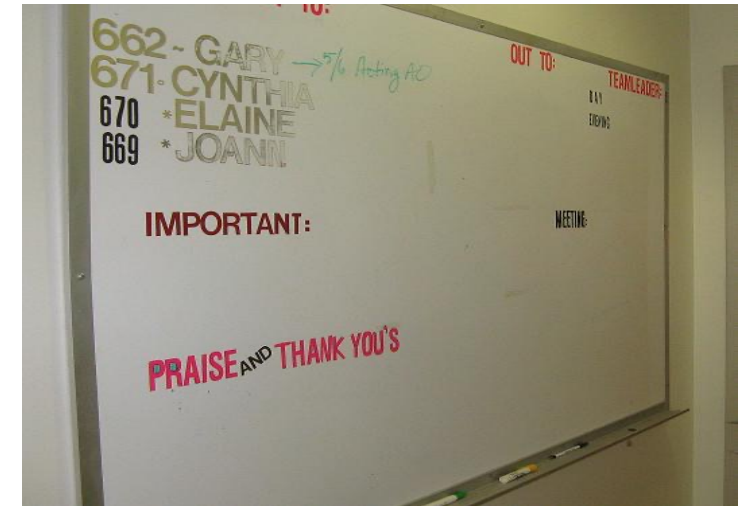
KNOW YOUR JOB

- Customer service begins with you:
 - Being competent
 - Producing work
 - Doing quality work



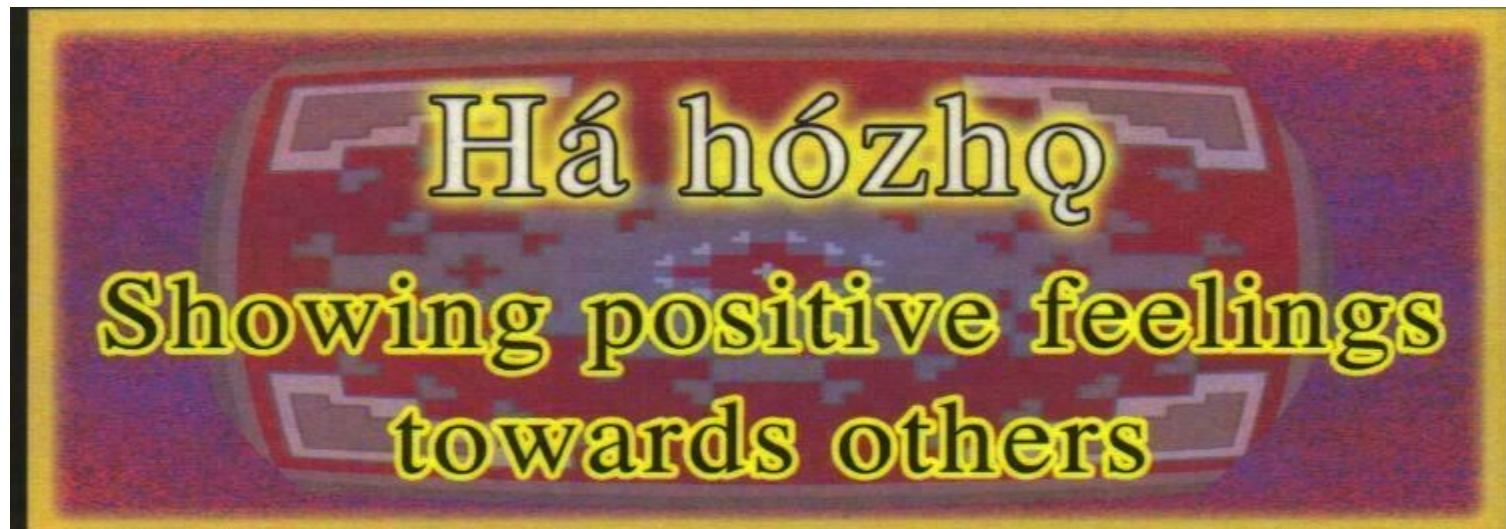
REWARDS

- Use your local Awards Program to recognize each other.
- For quick recognition, use a whiteboard for staff to write positive comments down.
- Send “Thank you” emails or cards.



EXERCISE - Appreciation

Turn to the person next to you and around you, and tell them they are doing a wonderful job!



EXCEL IN HOSPITALITY



Put our service to the test!

Benefits to Exceptional Customer Service

- Returning customers
- Satisfied customers tell others
- Trust from patient
- Reflects well on your facility
- Keeps us in business
- Increases our collections



Everything You Do Is Very Important for Patient Care

- Know there is a reason for your job.
- Take pride in your work
- Everything you do touches a patient's life and health care.
- Make Customer Service a Priority Everyday!



In Conclusion

- Be aware of your appearance
Décor, Dress, Professionalism, Body Language
- Communication
Listen, Smile, email & phone etiquette
- Knowledge
Know your organization, be competent in your job to be productive and produce quality work.
- Take PRIDE in yourself and your work.

Let's All Become a C.S.I. !

C.S.I. : Indian Health

“Customer Service Indian”





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MAY YOU WALK IN HEALTH AND BEAUTY!

