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“Professionally Speaking”

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A Different Kind of Speaker
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Program Title		“Delivering the Pickle in Healthcare”	
Hours	3 - 5	Presentation Format:	Microsoft PowerPoint & Video
Course Description		<p>PICKLES are those special or extra things you do to make patients and their families happy. It’s that extra minute you take to listen to a patient’s concern for the second time, because you know they need to tell it again. It may be simply calling them by name. The trick is figuring out what your customers want and then making sure they get it. Each and every time. That’s the PICKLE! When pickles are the way of life in your medical organization, your staff will;</p> <ul style="list-style-type: none"> ✓ Make service their number one priority ✓ Choose an attitude that benefits the patient and themselves ✓ Be willing to keep this level of service—no matter what happens ✓ Support each other as true team members <p>Sound good? Learn how to make it happen!</p>	
Highlights		All healthcare providers will benefit from this program, because in today’s medical community – the staff that goes the extra step keeps patients informed and compliant.	
Special Points		<p>Participants will:</p> <ul style="list-style-type: none"> • Define internal and external customer service “pickles” • Identify and discuss service expectations from the patient’s perspective. • Identify how medical providers can meet (or exceed) those expectations on a day-to-day basis • Understand the four (4) important “pickle components” • Analyze what happens when patients don’t receive “pickles” 	