



I'm Sorry to Hear That: Real Life Responses to Patients' 101 Most Common Complaints About Health Care

Susan Keane Baker, Leslie Bank

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From the patient's perspective, a complaint about healthcare or service is an urgent statement of fact. "I am here where I don't want to be", "I am frightened and unsure what will happen next", "I put my trust in you, and now something is wrong", "How can I be sure I will be okay?" When you respond to a patient's complaint, you are responding to the patient's sense of helplessness and anxiety. The service recovery scripts offered in this book can help you recover a patient's confidence in you and your organization. "I'm Sorry to Hear That.." Real Life Responses to Patients' 101 Most Common Complaints About Health Care provides you with: More than 300 responses you can choose from when patients complain about billing, service quality, their environment, your colleagues and communication. A training resource for staff education programs. A fast way to help new staff members feel comfortable responding to complaints. A tangible tool provided to staff to demonstrate your organization's commitment to service excellence. Suggested wording that can be incorporated into written responses to patients. Ideas that you can use today to respond to the 101 most common complaints about health care. Authored by Susan Keane Baker and Leslie Bank

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