

COMMUNICATION ASSESSMENT: Receptionist

	Almost Always	Frequently	Occasionally	Almost Never
I answer before the third ring.	_____	_____	_____	_____
I smile as I speak to the caller.	_____	_____	_____	_____
I answer with the name of the doctor's office.	_____	_____	_____	_____
I quickly find out the reason for the call.	_____	_____	_____	_____
I deliver messages promptly and accurately.	_____	_____	_____	_____
Reception Skills				
I speak pleasantly despite pressures.	_____	_____	_____	_____
I avoid the use of slang and medical jargon.	_____	_____	_____	_____
I call patients by name.	_____	_____	_____	_____
Difficult patients are easy for me to handle.	_____	_____	_____	_____
Regardless of the patient's age or position, I am comfortable in conversation.	_____	_____	_____	_____
I let patients know they are welcome in the practice.	_____	_____	_____	_____
Patients understand my explanation of financial policies.	_____	_____	_____	_____

Rate yourself:

3 points for each
2 points for each
1 point for each

Almost Always
Frequently
Occasionally

Score:

29-36
21-28
less than 20

Excellent
Good
Needs Improvement