

Customer Service Quiz

1. According to Dr. Norris, patients that are happier and are easier to take care of are a result of
 - a. Quick efficient and task oriented staff.
 - b. Caring, compassionate and communicative staff.
 - c. Short length of stays in the emergency department and food PRN.
 - d. All of the above

2. What are the results of “getting in the flow”?
 - a. Inability to set priorities, but finishing all tasks.
 - b. Finishing all your work and waiting for shift to end.
 - c. You are engaged or focused and time flies by.
 - d. A & B

3. List four “A” team behaviors
 - a.
 - b.
 - c.
 - d.

4. List four “B” team behaviors
 - a.
 - b.
 - c.
 - d.

5. In the negative model video, one thing that did go right was how Dr. Maha followed the HIPPA policy.
 - a. True
 - b. False

6. When a patient is in the _____ position, they feel they have less control and thus feel more like a “patient” than a “customer”.
 - a. vertical
 - b. horizontal
 - c. 45 degrees elevated
 - d. None of the above

Name: _____ Date: _____

7. When your STL increases, the following can be done in order to cope EXCEPT
- Take a break
 - Exercise
 - Ignore the issue
 - Talk to someone
8. The smallest portion of a message is/are the
- Words
 - Body language
 - Tone
 - None of the above
9. If messages are congruent, they do not have to fit the situation.
- True
 - False
10. What was the whole focus in the positive model video?
- Decreasing the length of stay
 - Getting the job done
 - Harry
 - None of the above
11. The Emergency Department Staff are best remembered by
- Patients who come in extremis, are resuscitated, sent to ICU and lives are saved.
 - The patient who you took the time to give the warm blanket, cup of ice or water and gave frequent updates about care.
 - A & B
 - None of the above
12. List the 5 Customer Service Standards and Behaviors that must be demonstrated when interacting with patients AND colleagues.
- -
 -
 -
 -
13. When a situation is escalating, you must “take the HEAT”. What does H, E, A, T stand for:
- H _____
 - E _____
 - A _____
 - T _____

I have viewed the Customer Service Training Video in its entirety and understand what is expected of me regarding my interactions with patients and colleagues.

Name: _____ Signature: _____