

HARMONY EVENT MEDICINE 03/26/25

POINTS OF QUALITY SERVICE, GUIDELINES “THE 3 C’s”

-CONNECT!

1. Smile and/or look concerned
2. Eye contact
3. Friendly greeting
4. Reassure & Empathize
5. Courtesy
6. Awareness of your tone
7. Listen, no interrupting
8. Find common ground

-CONSULT!

9. Use positive words
10. Understand patron's situation and goals
11. Offer complete and accurate solutions
12. Accommodate needs
13. Explain resolutions and options clearly and correctly
14. Create self-sufficiency when possible
15. Offer 'extra mile' assistance

-COMPLETE!

16. Recap what you've done for the patron
17. Explain the next steps
18. Ask if they understand treatment/plan/follow-up
19. Ask 'any final assistance' question
20. Express genuine thanks!!

If we can stick to these guidelines, every patron will continue to have a great experience with our team of caring responders!! Thank you!!