

# Everyday Excellence

## I am service driven

The Right Action

May 2016

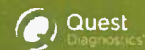


## I am service driven

Each customer and situation is unique. I act with urgency and am empowered to do the right thing. By holding myself accountable and keeping my commitments, I contribute to a superior customer experience.



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## I am service driven

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### The Right Action

#### What is your approach?

You are faced with a challenging situation to resolve for your customer. If your approach is to "do things by the book," what will you be focused on? How will you proceed?

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### The Right Action

#### What is your approach?

You are faced with a challenging situation to resolve for your customer. If your approach is to "do the right thing," what will you be focused on? How will you proceed?

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The Right Action

**What is your approach?**

Can you balance "doing things by the book" with "doing the right thing"? How?

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## The Right Action

### What is your approach?

Please take a few moments to respond to the following questions:

You are faced with a challenging situation to resolve for your customer. What does it mean to you to “do things by the book”? What will you be focused on? How will you proceed?

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You are faced with a challenging situation to resolve for your customer. What does it mean to you to “do the right thing” for your customer? What will you be focused on? How will you proceed?

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How do you balance “doing things by the book” with “doing the right thing” for your customer? How will you proceed?

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## The Right Action

### What is your approach?

### Sample Scenarios

Create a scenario that your team members could face in the course of doing their job. Here are a few examples to get you thinking.

#### **Customer Services/Revenue Services**

A customer calls and asks for information. She mentions that this is the third time she has called this week because she isn't receiving notices/reports as expected. In order to investigate, you have to pull up this client's record. It is near your lunch break and if you do not leave on time, you will set off a chain reaction that will cause your coworkers to take their breaks late.

What do you do?

#### **Lab**

A lab tech gets a call from Client Services 30 minutes before the end of their shift requesting for a sample to be pulled and a validity check done. The Client Services Rep states that the doctor is questioning the results and would like the name verified on the tube as well as the sample tested again for results verification. The tech knows that this entire process will take close to an hour which will put her 30 minutes past her shift as well as gain 30 minutes of overtime. Under most circumstances, her overtime must be pre-approved by her supervisor but at this late hour, her supervisor is gone for the day.

What do you do?

#### **Patient Services**

A woman brings her elderly mother in for blood work. The mother is easily confused and is anxious and jittery when she isn't with a familiar face. Your guidelines say that adults are not allowed to be accompanied to the draw room by friends or family members. Without her daughter, the patient is clearly scared and will likely be a difficult draw.

What do you do?

#### **Logistics**

You are a Route Service Representative and you receive a message on your scanner that one of your larger clients is closed for vacation today. You find that odd because you were in that office yesterday and nobody mentioned being closed today nor did you see any signs posted.

What do you do?

#### **Commercial (Sales)**

You are an Account Executive and you've just made a presentation to a provider which went really well. It took longer than expected so you are eager to check your voicemails and return calls. On your way out of the office, you say, "Goodbye" to the Medical Assistant who is busy looking at our site. She flags you down and asks a question about a diagnosis code (ICD-10).

What do you do?