

False

14. When dealing with an angry patient, the louder the patient speaks, the softer the MOA should speak

True.

15. The best way to communicate courtesy to the telephone caller is to put the caller on hold.

False

16. MOAs must be experts in screening calls so that only those calls that pertain to a medical condition of a patient will be put right through to the physician.

False

17. If a caller insists on talking to the doctor and refuses to give their name or state what the reason for the call is, you should suggest to the caller to write a letter to the physician outlining the concerns and mark the letter personal and confidential

True

18. The physician is not in the office when a patient calls to speak with the doctor. What would you say?

The doctor is not available at this moment. How may I help you?

19. When the MOA is on the telephone and another call comes in, what should he/she do?

Answer the other call with the usual greeting, find out the nature of the call, then ask the caller to hold.

20. The MOA has two lines on hold and has forgotten who is on each line. The MOA could return to one line and say:

"Thank you for holding, sorry for the interruption, how may I help you?"