

Medical Receptionist Training Manual

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should be answered in three rings or less • The receptionist should identify the practice by name and give his or her first name. • No caller should be put on hold without first being greeted properly and asked if the caller minds holding.

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respond quickly to phone calls and answer callers with enthusiasm in a professional manner. As a receptionist, you should always:

- Display professional behavior, which means avoiding things like chewing gum or eating during phone calls.
- Attend to the caller right away without putting them on hold.

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