

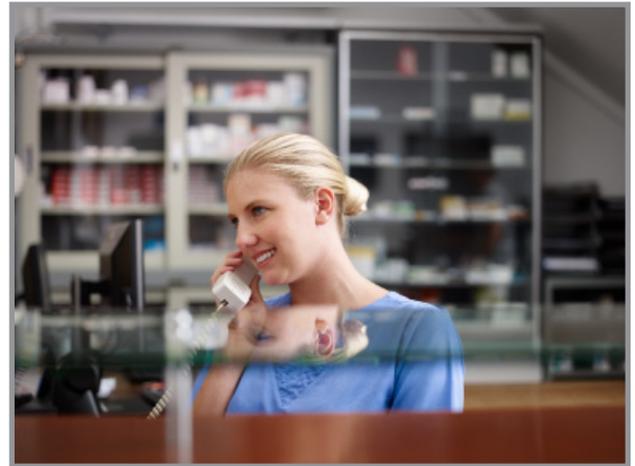
HEALTHCARE ASSESSMENTS

FRONTLINE EMPLOYEES

Frontline employees are often the first and most frequent face your patients see. From professionalism and “thinking-on-your-feet” problem solving, our assessments ensure these positions are providing quality care at every touchpoint.

CHARACTERISTICS MEASURED

- Attention to detail and quality
- Ability to learn and process new information
- Patient Focus
- Reliability
- Teamwork
- Empathy



PERFORMANCE OUTCOMES

- Deliver a consistent patient experience
- Prioritizes patient needs and tasks
- Communicates across levels of the care team
- Follows steps of care and service consistently
- Adapts quickly to evolving demands
- Models professionalism and performance

POSITIONS

- Billing Specialist
- Environmental Services Support
- Intake Coordinator
- Medical Assistant
- Medical Records Technician
- Medical Technician
- Office Manager

TIME TO COMPLETE

Assessments range from 15 to 45 minutes to complete and can be customized based upon your preferences.

HIRE FRONT LINE EMPLOYEES WHO INCREASE PATIENT SATISFACTION. CONTACT US NOW!