



10 Steps to a Phenomenal Patient Experience

COMT Sharon Alamalhodaie

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How can you help to set your practice apart from others? What does it take to WOW a patient? The answers and more are revealed in "10 Steps to a Phenomenal Patient Experience". Learn strategies to: ? Meet and exceed your patient's expectations ? Avoid typical problems which disrupt patient flow ? Influence your patient's perception of time ? Customize your appointment template to best manage patient flow ? Cultivate a positive, team environment ? Handle difficult situations with finesse

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