

Attention: Medical Office Staff

Improving the Patient Experience

1893
2018



Years of Caring
for the People of
Riverside County

service
customer

Temecula
4/26 • 12 - 2 pm

Riverside
5/1 • 12pm-2pm

See the experience through the patients eyes. Join us for a lunchtime workshop discussing topics on providing *stellar* customer service and how it applies to your medical office.

Topics Covered:

- How to connect and build trust with patients?
- Improve Health Star Ratings
- Should you survey your patients?
- What are some specific ways to improve communications with patients?
- What EXACTLY is Customer Service?
- What is the difference between patient satisfaction vs. patient experience?

Locations:

Thursday, April 26th • 12pm-2pm
Temecula Valley Entrepreneur's Exchange
43200 Business Park Dr., Temecula

Tuesday, May 1st • 12pm-2pm
RCMA Conference Room
3993 Jurupa Ave., Riverside

Cost:

RCMA Member Physicians: Free
RCMA Member Staff: \$20
Non-Members & Staff: \$99
- Lunch Provided -

Presenter:

Mitzi Young, Physician Advocate,
California Medical Association

Register Online at www.rcmanet.org/events

Registration Information

4/26 - Temecula 5/1 - Riverside

Attendee #1 Name: _____

Attendee #2 Name: _____

Office Name: _____

Address: _____

Phone: _____

E-mail address: _____

Payment Information

VISA MasterCard Check: Payable to RCMA

Card #: _____

Exp. Date: _____ Security Code: _____

Total Amount: _____

Cardholder Name: _____

Authorized Signature: _____

Billing Address: _____

For more information or to register please contact Jada Balderas (800) 472-6204 or jbaldere@rcmanet.org.
You may also fax your registration form to (951) 686-1692 or mail your registration form to RCMA, 3993 Jurupa Ave., Riverside, CA 92506