Physicians Answering Service Vs. Receptionist â€“ Time to Choose Joy

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Article published on March 12th 2012 | Business

Is a physicians answering service better than a receptionist? Continue reading and youâ€™ll get the answer...

Receptionist

A receptionist performs the following tasks:

â€¢ takes calls, screens, and directs them

â€¢ takes messages and transfers them

â€¢ greets clients warmly and answers their queries

â€¢ greets people arriving at the hospital or corporate house

â€¢ directs people in the hospital or company to the concerned department

â€¢ provides information and support to callers

â€¢ provides general clerical services and administrative support

â€¢ replies to mails, takes deliveries, sorts out mails, prepares documents, schedules appointments and meetings

â€¢ keeps a record of calls, appointments, and events in the company

â€¢ looks presentable as well as keeps the reception area attractive.

Aesthetic value is not so important in case of a physicians answering service.

A receptionist must possess:

â€¢ excellent oral and written communication skills

â€¢ professionalism in talk and conduct

â€¢ knowledge about impeccable customer service

â€¢ aptness in managing data, organizing, and planning and paying attention to detail

â€¢ interest in the job because it reflects in the tone of voice

â€¢ reliable nature, pleasing personality, and ability to handle stress and workload, especially in case of call overload

Hospital Answering Service

An answering service performs the following tasks:

â€¢ takes calls with a warm greeting and gives the required information, transfers calls, and takes messages

â€¢ handles devices such as telephone, interactive radio, switchboard, intercom, and others

â€¢ transfers oral and written messages, and schedules meetings and appointments

â€¢ transfers emergency calls to the concerned person

â€¢ keeps the concerned person informed of all calls, maintains a record of calls

â€¢ maintains confidentiality of patientâ€™s information and not let a third party access the patientsâ€™ re

â€¢ Monitors alarm systems to ensure secure conditions

â€¢ works under the protocol of the hospital and handles the routine inquiries of patients. This is one of the several important features of physicians answering service.

â€¢ creates a database of calls, messages, and patientsâ€™ records

An answering service must possess:

â€¢ telephone etiquette

â€¢ excellent communication skills and the spirit of teamwork

â€¢ Ability to work under the protocol of the hospital and having an understanding of how the medical field works

â€¢ computer expertise, technical skill to handle communication devices, and good managing, organizing, and planning skills.

â€¢ ability to respond promptly and sensibly to diverse calls, and to keep calm during emergencies

â€¢ ability to handle work pressure and take calls 24x7

â€¢ reliable nature and the assurance that the system wonâ€™t break down during call overload

Read and compare the tasks and qualities of a receptionist and that of a physicians answering service carefully. Youâ€™d realize that a receptionist comes with certain liabilities. Say, you have to bear their moods, which may affect their way of speaking with the callers. The presentation of a person sitting at the front desk matters too. You just canâ€™t hire a shabbily dressed, ill-groomed person. You may need to train the in-house receptionist.

On the contrary, answering service professionals need no training. Theyâ€™re a skilled lot. Physical appearance doesnâ€™t matter here; itâ€™s all about communication. Moreover, they are high tech phone experts who know how and what to talk. So, a physicians answering service gets the thumbs up. Itâ€™s time to bid the receptionist good bye!

Article Source:
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A a physicians answering service features HIPPA compliance and comes with a â€œ$100 Why Notâ€• guarantee. For more information on a hospital answering service, log on to the site.

Article Keywords:
physicians answering service, hospital answering service, answering service

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