

# COACHED



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**CO**

Camera on and eyes on camera. Look at the camera when you speak. You don't have to do it 100% of the time, but treat it like a conversation – you need some eye contact.

**A**

Art of the pause. Stop, listen and let people finish. Pause, think about your response and then speak.

**CH**

Check out the house. What do you see? You've been invited into the home of your patient. What visual cues can you see?

**E**

Ears. Studies show that clinicians interrupt their patient at 11 seconds, yet people only need 35 seconds to tell their story. Use your ears and don't interrupt.

**D**

Deep connection. You have a chance to connect on a deeper level. Meet the dogs, the cats the kids, the caregiver. Create a deeper connection with your patient and you'll have a stronger relationship.



## A few more tips:

- We know that 5 minutes + video will lead to the highest level of satisfaction with the experience
- Use plain language, not tech speak in your instructions
- Clear steps and next steps for set up – and don't wait until just 5 minutes before the scheduled appointment