

## Proficiency Test – Building Loyal Patients

1.) How should your tone of voice sound when talking to a patient? (3)

2.) What words should you ALWAYS use when interacting with a patient? (3)

3.) What sort of things do you want to say during a conversation with a patient? (3)

4.) Big Mistakes

Which words should you NEVER use? (2)

How do you avoid saying “no”? (2)

5.) What are the three steps to create loyal patients? Explain each? (6)

6.) How can you contribute to these steps? (3)