



Customer Service for the Healthcare Technology Associate



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Customer Service for the Healthcare Technology Associate



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01 How to present yourself



- Create a good first impression
- Smile
- Eye Contact
- Body posture
- Where to put your hands



02 Sympathize with your customer

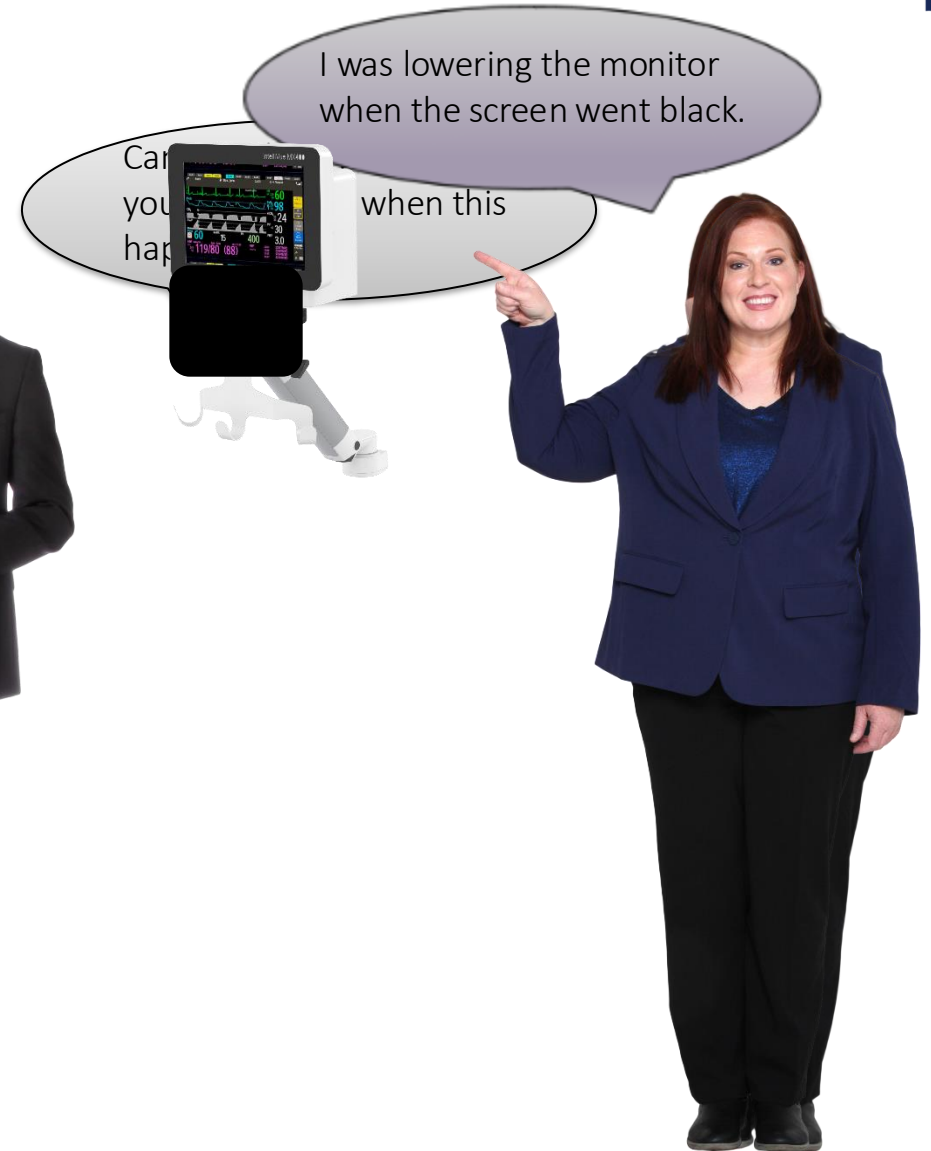


- They called you because they have a problem
- Listen first, don't assume you know what their problem is
- Even if you believe the problem is a "user error" or their own fault, they still need your help
- No judgement
- Patient care is hard
 - They may have a lot of patients, or one difficult patient that is causing them stress.
 - Stress can cause easy mistakes

03 Understand the problem



- Ask clarifying questions
- Ask the user to walk you through what happened
- Repeat back information
- Take notes



04: Own the problem



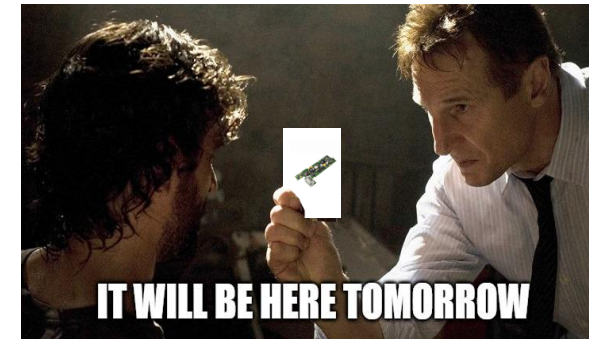
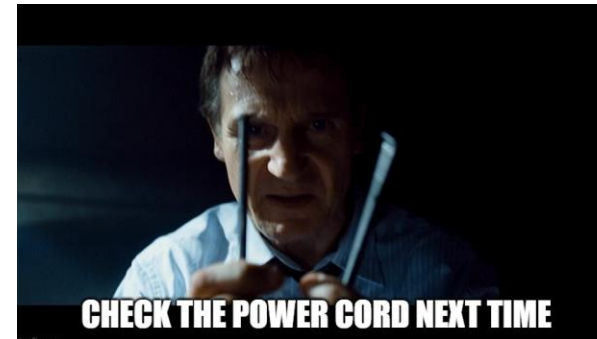
- Instill confidence in your ability
 - Even when you aren't confident
- This is your problem now



05 Keep the customer informed



- Let them know what actions you will taking
 - Will you be taking the device
 - Will you be giving them a spare
- If it was a quick fix, let them know what you did
- Are you ordering parts?



06 Follow up



- Always close the loop
- Let the customer know
 - When the repair is done
 - What was the solution
 - If you returned their equipment and where it is now



07 Entering a patient room

- When in doubt check with the nurse
- Look for isolation signs
- Knock first
- Introduce yourself



08 De-escalating angry customers



- In most situations, the customer is not mad at you, they are made at the situation
 - They may have a patient they can't treat because of down equipment
 - They may have time commitments they need to meet



08 De-escalating angry customers



- Be calm
- Be understanding
- Sympathize
- Instill confidence

Thank You



Customer Service for HTM Associates
YouTube training video

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Healthcare Technology
Management Association
of Ohio

