



Marketing Educational Management Services

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<i>Managing Patient Expectations</i>	
Objectives	Attend this program to expand your knowledge about how to increase patient trust, confidence and follow-through.
Overview (outline)	Patient retention, referrals, and the personal rewards of working in health care are closely linked to the quality of relationships developed with patients and their families. Managing expectations is a process of helping people know how to be right and when to be satisfied, through word-of-mouth commentary, first impressions and responsive communication. How can you manage unrealistic expectations in a way that satisfies your patient and preserves your relationship?
Honorarium Fee	Contact MEMS
CE Information	Contact MEMS