

# Would You Like a Bandage with That?

meeting the needs of your customers

A course developed by KyleDavidBates

Over the past ten years or so healthcare started looking at patients as customers.

**Should WE do the same?**

**What ARE the obstacles?**

**Why HAS it taken so long?**

**Who ARE our customers?**

**WHY does it matter?**

This presentation focuses upon the EMS mentality and how to adjust it so that you can improve your customer service. We will give you customer service principles (CPSs) that will help you in delivering good customer service.

It is not only for the field provider but also for the EMS leader, as it addresses the two types of customers: internal and external.

**CUSTOMER SERVICE** \$90 PER CLASS

Course # 300007

2-hour presentation.

This is a great course to accompany our QA/QI and documentation presentations!