



CAPITAL MEDICAL SOCIETY LUNCH & LEARN

Wednesday, February 20, 2019

Capital Health Plan, 1491 Governors Square Boulevard



A Seminar Series offered by the Capital Medical Society - For physician office staff (clinical and non-clinical), practice administrators, office managers and business office managers. CMS member offices only!

“Creating Satisfied Patients Who Love Your Organization”: Building satisfied and loyal advocates for your organization or medical services doesn’t just come from having good medical outcomes. Today’s patients often have choices on where to be seen for medical issues. They also tend to weigh the emotional side of the equation — how they are treated through the entire process, their ability to understand and relate to doctors and staff, and feeling valued and respected — as much as the factual side — success rates, experience of medical personnel, rates of complications or infection, and timeliness of care and service.

Join us for this lunch-time session to learn and practice ways to communicate positively, learn the impact of words and offering options, and find ways to help build patients who are fierce advocates for your brand. We promise you’ll leave with some new ideas and have a little fun as well.

Speaker: M. Michelle Bono, APR, CPRC

Sponsor: TMH Federal Credit Union

Time: 12 Noon to 1:30 pm (seminar starts at 12:30 pm)

Place: CHP Auditorium, 2nd Floor - 1491 Governors Square Boulevard

Cost: \$10 per person. For more information, call Rosalie Carlin at 877-9018

Registration Form (please print): Seating is limited, you must pre-register. Reservation must include payment.

Name/Office/Phone: _____

Email address: _____

Please register me for:

Wednesday, February 20, 2019: “Creating Satisfied Patients Who Love Your Organization”

Enclosed please find my check in the amount of \$ _____

Please mail registration form and your check to:

Capital Medical Society, 1204 Miccosukee Road, Tallahassee, FL 32308 (850) 877-9018

Please register by February 13, 2019