

NEW! SVMIC's Front Desk Training Resource



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First impressions matter, especially in healthcare. Patients often form lasting opinions about a medical practice within moments of their initial interaction, which is why it's critical that front desk staff are well-trained, confident, and professional in every encounter.

The front desk professional plays a pivotal role in both the daily operations and financial health of a medical practice. This position requires exceptional multitasking abilities, attention to detail, strong organizational and communication skills, and a solid understanding of practice policies, patient scheduling, the revenue cycle, and medical terminology. To ensure front desk success, SVMIC is pleased to share with our policyholders and their practice leaders our newly developed Front Desk Training Resource.

This Front Desk Training Resource serves as a valuable supplement to support effective front desk training in medical practices. This resource offers foundational insights into common front desk responsibilities and terminology, helping staff build confidence and

competence in their role. Policyholders and their staff may access the [Front Desk Training Resource](#) on the Vantage® policyholder portal.

The Front Desk Training Resource is one of the many ways SVMIC can help with your HR challenges. Our Medical Practice Services Consultants are available to assist with tough HR questions. Be sure to check out our [HR Toolkit](#) and [Medical Assisting Training Resource](#) if you have not already used them.

Additionally, SVMIC can perform an assessment of your practice's culture to help you keep those great employees once you find them. A variety of educational topics are also available to supplement your professional development efforts with your team.

Reach out to us at ContactSVMIC@svmic.com or 800.342.2239 and ask for Medical Practice Services.

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