

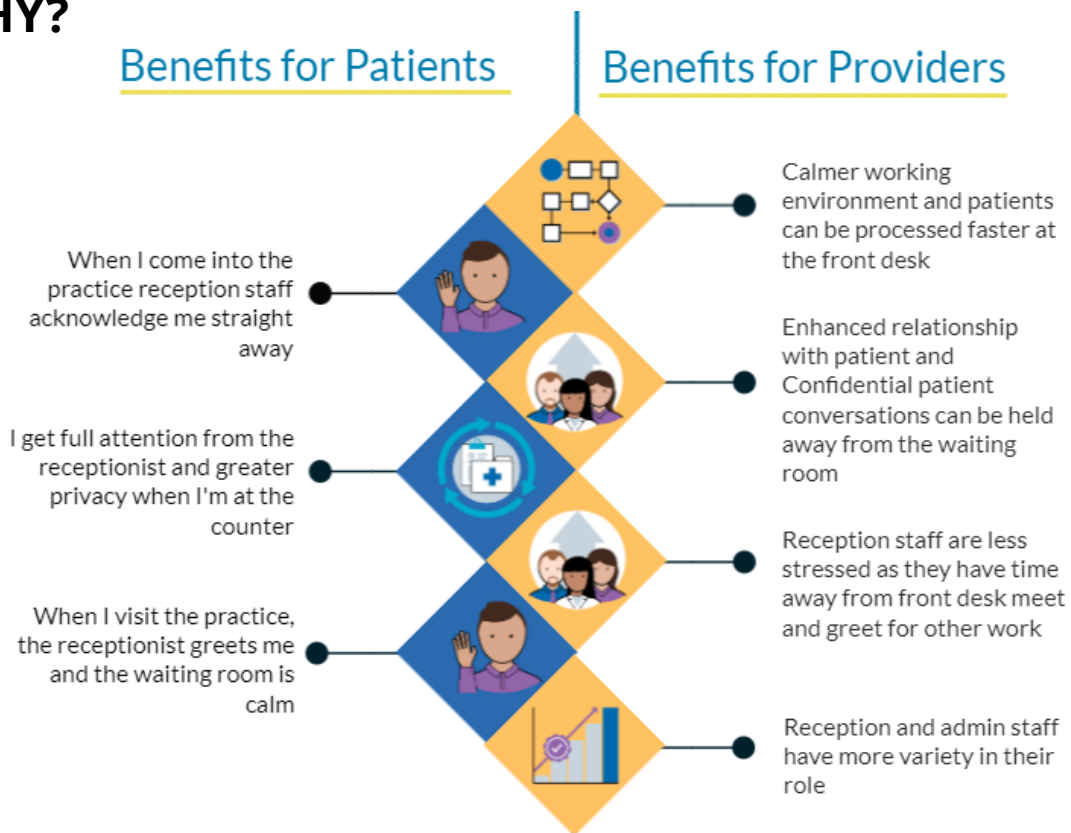
Front Desk Staff In person and Hands free

Overview

WHAT

Patient-oriented front desk staff encourage the reception service to focus on kanohi ki te kanohi (face to face) interactions with patients. This can be achieved by making the reception space call-free to enable staff to concentrate on manaakitanga. The majority of administrative tasks are undertaken away from the front desk.

WHY?



Patient Stories



"It's great they can put me through to the doctor. If he is busy, the receptionist just takes my name and the doctor will usually call me back within ten minutes"