



MEDICAL GROUP

Service Recovery Resource Kit

What is needed on hand

- Form letter for patient
- Service Recovery atonement gift cards
- Site manager contact information (business cards)

Listed below are Standard Service Recovery Guidelines. Often, there are exceptions to the guidelines based on specific patient concerns. Please contact the local operations manager or regional operations director if further clarification is needed.

- **Priority Level 1**
 - Example: 15-30 minute wait beyond scheduled appointment time.
 - Resolution: Verbal intervention from staff member explaining and apologizing for the delay.
- **Priority Level 2**
 - Example: 30-60 minute wait beyond scheduled appointment time.
 - Resolution: Recovery atonement \$5.00 gift card. A form letter signed by the site operations manager and gift card should be mailed if the atonement was not provided to the patient at the time of appointment delay.
- **Priority Level 3**
 - Example: Appointment cancellation within three hours of scheduled appointment time.
 - Resolution: Recovery atonement \$10.00 gift card. A form letter signed by the site operations manager and gift card should be mailed if the atonement was not provided to the patient at the time of appointment delay.
- **Priority 4**
 - Example: Dissatisfactory employee behavior.
 - Resolution: A written response from the Director of Operations or MMMI President/CEO addressing the service failure and initiating recovery process.

**To order refills or for questions about the Service Recovery program, please contact your local operations manager