



## MEDICAL GROUP

### Service Recovery Resource Kit

#### Wait Basket

\*\*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.
  - Offer something from Basket, with scripting “We are sorry for your delay, can I offer you a snack and we will get you finished as soon as we can.”

#### What to include in the wait basket

- 6 bags assorted Chips
- 4 packages cookies
- 10 packages crackers
- 7 packs assorted nuts (trail mix)

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