

Word choice is an important part of every telephone call. The words you use need to not only be clearly understood by the patient, but they need to convey a positive and professional impression.

Here are some words to use and avoid:

<u>Avoid</u>	<u>Use</u>
OK	Yes
Yeah	Certainly
Uh-huh	Of course
Bye	Good-bye
Nope	No
All right	Fine