Bizarre Eyewear Complaints, Legitimate or Not?

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Consumers have sought the World Wide Web to get answers to their questions and complaints. Why don't they address their issues directly to their ECP? Some complaints are valid while others are just beyond bizarre. This course looks at real life examples of valid and not-so-valid complaints and offers tips on how to troubleshoot patient complaints and the best ways to handle conflict resolution. We will look at the importance of making sure the consumer understands the technology that you are recommending for them in a language they can understand.

As a result of this course, the student should be able to:
1. Identify valid complaints from patients.
2. Troubleshoot successfully and professionally.
3. Avoid potential complaints beforehand.

notes: