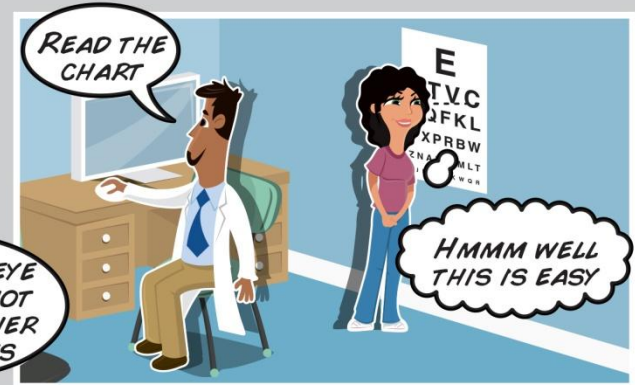
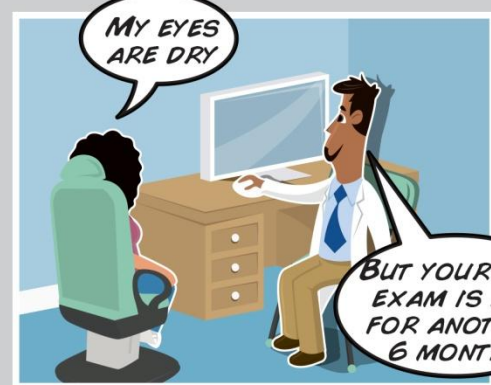


FIRST IMPRESSIONS MATTER



HOW DO YOU WELCOME YOUR PATIENTS?

WHAT WORDS, PHRASES OR BODY LANGUAGE MIGHT HAVE BEEN USED TO PUT THE PATIENT AT EASE IN RECEPTION AND CONSULTING ROOM?

