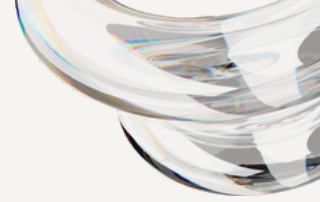


PRISHITA VORA CONSULTING

Healthcare Operations & Strategy Consultant



Staff Customer Service & Patient Experience Training

Exceptional healthcare is not only about clinical outcomes—it is also about how patients feel throughout their journey. Every interaction, from the first phone call to registration, consultation, billing, and follow-up communication, shapes a patient's perception of your facility.

This practical and interactive training program is designed to equip healthcare teams with the skills, confidence, and mindset required to deliver outstanding patient experiences, strengthen patient relationships, improve communication, and enhance service excellence across all patient touchpoints. By focusing on customer service, professionalism, empathy, communication, and patient engagement, healthcare facilities can improve patient satisfaction, increase patient retention, strengthen their reputation, and support sustainable business growth.

Designed for:

Healthcare reception teams, customer care staff, nurses, clinical officers, administrators, and patient-facing personnel.

Training Includes:

- Customer service excellence principles
- Professional communication skills
- Managing difficult patients and complaints
- Patient experience best practices
- Telephone and WhatsApp etiquette
- Front office professionalism
- Building patient loyalty and retention
- Interactive role-play exercises and practical scenarios

Professional Fee:

- Small Facility (up to 15 staff): KES 50,000
- Medium Facility (15–40 staff): KES 75,000
- Large Facility (40+ staff): KES 150,000

Training Deliverables:

- Training session facilitation
- Training materials and handouts
- Interactive exercises and case studies
- Certificate of Participation (optional)
- Post-training recommendations report

Training Disclaimer:

Training programs are designed to provide practical guidance, skills development, and operational recommendations. The implementation of training outcomes and sustained performance improvements remain the responsibility of the client organization and its management team.