



Healthcare Scheduling Call Center e-Learning

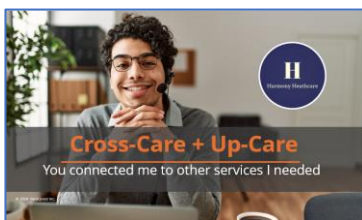
e-Learning designed specifically for Healthcare Scheduling agents, this program allows you to improve the patient experience at the first point of contact – at a fraction of the time and cost.

Based on best practices, the “Scheduling with Care” program is great for new hires and tenured agents alike.

Research has shown that students in **online learning** environments perform **better** than those receiving face-to-face instruction ... but it must be done right.

This best practice program:

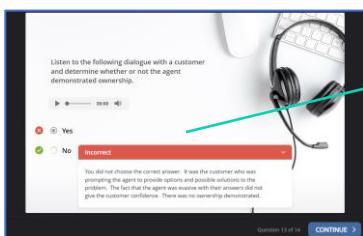
1. Includes 20 soft skills modules that your agents need to enhance the overall patient experience.
2. Incorporates your logo and ability to host it on your own Learning Management System or ours.
3. Includes healthcare scheduling best practice examples, call recordings, and more.
4. Concludes each skill-based module with testing to confirm comprehension and competency.
5. Is available at a fraction of the cost and time typical for custom e-learning.



Your brand



Healthcare Scheduling examples



Healthcare Scheduling testing and interactions

- ✓ Flat rate pricing; no individual learner fees
- ✓ Fast-track online learning development
- ✓ Easy-to-schedule modules from 5 – 15 minutes in duration
- ✓ Cost-effective alternative to custom development
- ✓ Augment current L&D library with highly-desirable soft skills
- ✓ Host it on your own LMS

'Scheduling with Care' Agent e-Learning modules

Ask about our Coaching Self-Directed Teams Program!

#	Area	Estimated Completion Time (Mins.)
1	HEALTHCARE CUSTOMER EXPERIENCE: Scheduling with care	20
2	MANAGING PRESSURE: Taking care of yourself	20
3	GREETING: You made me feel welcome	10
4	NAME USE: You recognized me as an individual	15
5	OWNERSHIP: You took ownership for my issue/situation	35
6/7	EMPATHY (PART I & II): You treated me with genuine care and concern	55
8	FIRST IMPRESSIONS: You set the stage for a great experience	10
9	ACTIVE LISTENING: You really listened to me	15
10/11	QUESTIONING (PART I/II): You asked great questions to better understand my needs	15
12	TONE & MANNER: You were easy to understand	20
13	HOLDS, DEAD AIR + TRANSFERS: You were respectful of my time	20
14	COURTESY: You were courteous & professional	15
15	DIFFICULT CONVERSATIONS: Saying 'no' to 'no'	15
16	SUPPORTING IRATE CUSTOMERS: You helped diffuse a high-emotion situation	35
17	CROSS-CARE / UP-CARE: You connected me to other services I needed	15
18	CLOSING THE CALL: I left the call feeling valued	15
19	SCHEDULE ADHERENCE: How your time management affects others	12
20	UNCONSCIOUS BIAS: You treated me fairly	15

As of November 2024

ABOUT VEREQUEST

VereQuest is a trusted partner to leading organizations, helping them improve contact center agent performance and overall customer satisfaction. With extensive experience in call center quality assurance and training development, VereQuest delivers programs that enhance service delivery and drive better customer experiences.

ABOUT VoC CONSULTING

VoC Consulting is a healthcare group with 28 years of experience specializing in improving patient engagement and contact center operations. They transform contact centers into strategic hubs, orchestrate patient journeys, and enhance engagement using customer feedback techniques to create a seamless experience for patients and physicians.

CONTACT US

