



Build a stronger patient-centered culture without adding to your budget

Help your team create better patient experiences through practical, ready-to-use education already included with your NACHC membership, over \$9,400 in value.

Help Your Team Deliver Better Patient Experiences

As part of your NACHC membership, your organization has access to exclusive educational resources designed to strengthen patient experience, engage staff, develop leaders, and support organizational excellence.

BENEFIT #1

Everyone's a Caregiver® Patient-Centered Clinic Micro-Webinar Library

ESTIMATED VALUE: \$6,900

From appointment access and front-desk interactions to provider communication and care coordination, the EAC® educational resources provides practical education designed specifically for healthcare teams.

The library includes 50 engaging educational micro-webinars.

Learn more [here](#).



EAC® PCC Micro-Webinars

Getting Timely Access

Strategies to improve appointment access and reduce barriers to care.

Responsive & Helpful Office Staff

Practical tools to strengthen communication and create positive first impressions.

Care Coordination

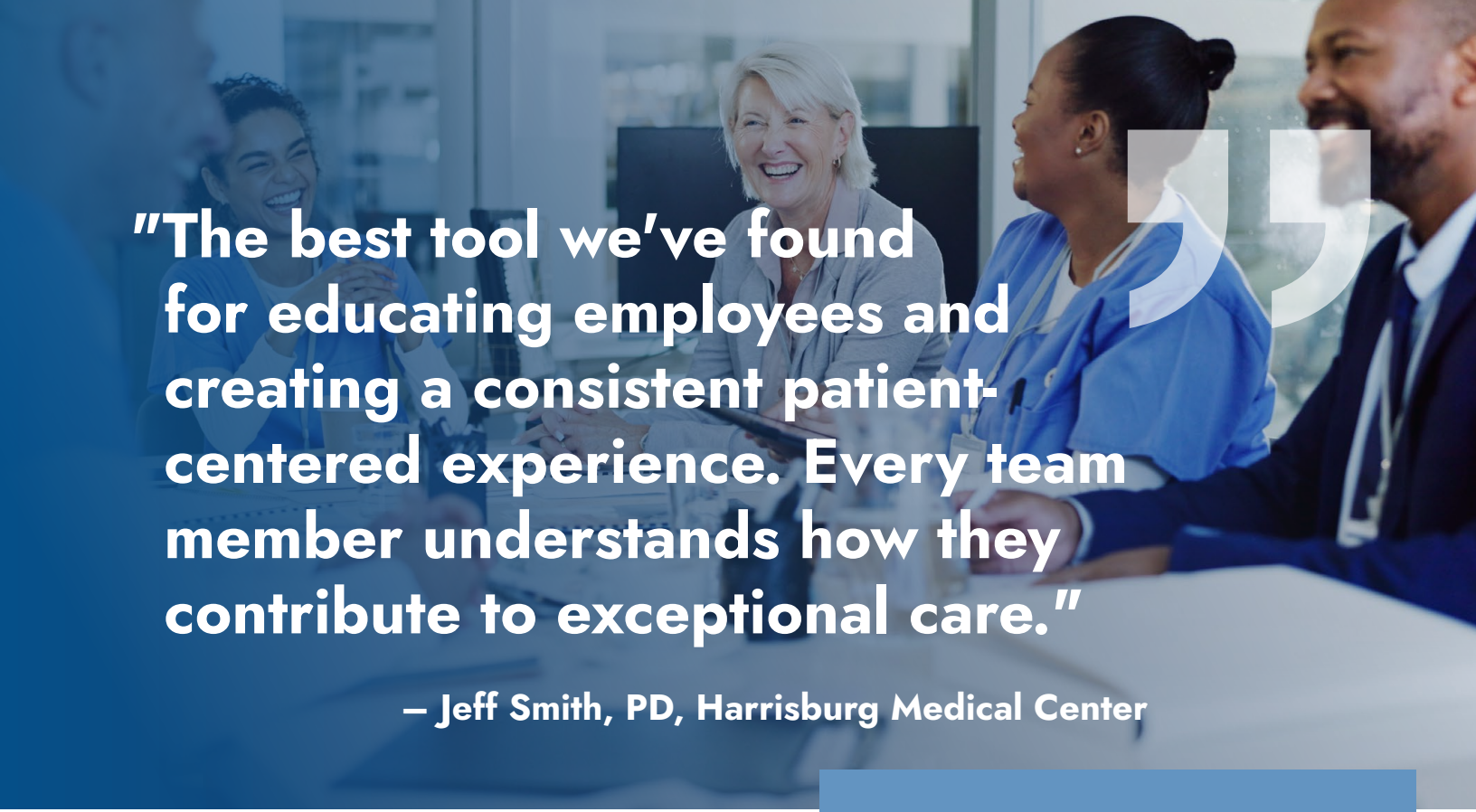
Techniques to improve continuity of care and strengthen the patient experience.

Provider Communication

Best practices for building trust, improving communication, and enhancing patient satisfaction.

Flexible Learning

Staff can learn at their own pace while organizations access resources, tools, and implementation ideas that can be applied immediately.



"The best tool we've found for educating employees and creating a consistent patient-centered experience. Every team member understands how they contribute to exceptional care."

— Jeff Smith, PD, Harrisburg Medical Center

BENEFIT #2

One Complimentary 90-Minute Virtual Keynote

ESTIMATED VALUE: \$2,500

Bring a nationally recognized healthcare speaker directly to your organization through a live virtual presentation focused on topics such as

- ▶ Patient Experience
- ▶ Workforce Engagement
- ▶ Leadership Development
- ▶ Service Excellence
- ▶ Organizational Culture
- ▶ Communication and Accountability

Choose from a variety of topics and speakers through the **CLS NACHC Speakers Bureau**.

One keynote presentation available per member organization.

"Absolutely stellar. Engaging content delivered with exceptional expertise and passion."

— Shawna Gonzales CFO,
First Choice Community
Healthcare

Join Us for the Member Orientation Webinar

Presented by **Andrew Lewis** C.Med, CMT, WFA

Learn how to access your
complimentary educational
resources and maximize the value
of your NACHC membership.

Maximizing Your NACHC Membership: New Patient Experience Education Benefits

During this webinar we will:

- ▶ Review available member benefits
- ▶ Demonstrate how to access resources
- ▶ Answer questions
- ▶ Share practical ways organizations are utilizing these tools

**Watch Webinar
Now**



Attendee Review

"This has been intriguing.
I'm walking away more
impressed than I expected
to be, and I am looking
forward to learning more."

**Patrick McGovern, CEO,
Callen-Lorde Community
Health Center, NY**

Dedicated Member Support

The CLS NACHC Member Support Hotline is available to assist members with activating educational resources, scheduling keynote presentations, accessing learning materials, answering questions, and maximizing benefit utilization.



Monday-Friday
9:00AM - 4:00PM
Mountain Time



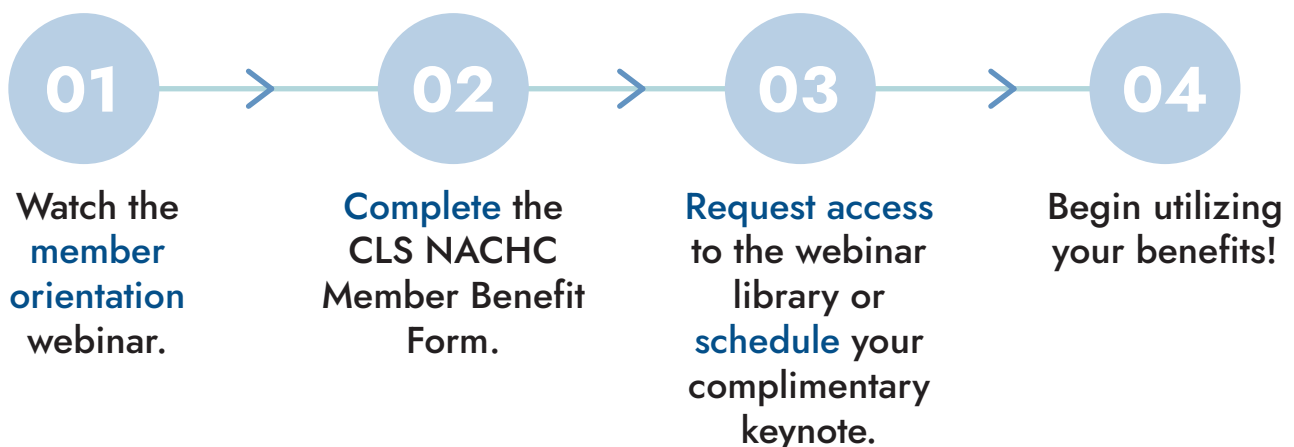
1.800.667.7325
ext. 5212



NACHCSupport
@customlearning.com

How to Access Your Benefits

Getting Started is Simple.



A photograph of three healthcare professionals in a clinical setting. In the center is an older woman with short, wavy grey hair, wearing a white lab coat over a dark blue scrub top. She has a stethoscope around her neck and is smiling broadly. To her left is a woman with short grey hair and glasses, also smiling. To the right is a man with short dark hair and a beard, wearing blue scrubs and a stethoscope, with his arms crossed and a wide smile. The background is a blurred clinical environment with warm lighting.

Your NACHC Membership Includes More Than Membership.

It Includes Access to Education, Resources, and
Support Designed to Help Your Organization Thrive.

Contact Us Today.

