



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



**Customer Service for
Hospital & Health Care
Industry**

OVERVIEW



According to a survey, 82% of patients say quality customer service is the most important factor when choosing a healthcare provider. With this level of importance, healthcare organizations must prioritize customer service as a central part of their operations. Let's dive deeper into why customer service matters, the consequences of poor service, and the actionable strategies to excel in this vital area.

Exceptional customer service in healthcare does more than create a pleasant experience; it influences trust, patient loyalty, and even clinical outcomes.

Trust is the foundation of every effective patient-provider relationship. When patients feel heard, valued, and respected, they're more likely to follow treatment plans and continue with the same provider.

For example, 89% of consumers are more likely to return after a positive customer service experience. This principle applies just as much in healthcare as in other industries. Trust fosters loyalty, directly impacting retention rates and encouraging patients to advocate for your services through positive word-of-mouth.

Patient satisfaction isn't just about clinical success- it's about how patients feel during their care journey. Satisfied patients report feeling more engaged, informed, and confident in their care decisions.

The numbers back this up: Hospitals with higher patient satisfaction scores have been found to have lower 30-day readmission rates. This connection highlights how quality customer service can contribute to better health outcomes. A satisfied patient is not only more likely to return but also more likely to adhere to treatments, leading to improved recovery rates.

Customer service also directly impacts a healthcare organization's operational flow. A patient-centered approach minimizes communication gaps, which reduces confusion, shortens wait times, and streamlines workflows.

When information is shared clearly between patients and providers, it reduces misunderstandings and improves decision-making. This transparency helps address information asymmetry, allowing for a more seamless care experience while improving overall efficiency.



What Will I Learn?

In the Customer Service in Healthcare Training Course, you will learn the importance of one of the most straightforward, least complicated, yet often overlooked aspects of delivering health care... patient satisfaction.

Your attitudes, manners, and facility amenities are as necessary to patients as the treatment processes. From the patient's perspective, healthcare is just as much a consumer-focused service as other service industries. You will learn how to optimize patients' experiences just as business operators in retail stores and banks, colleges, and universities, and the travel industry do for their customers.

How can you provide excellent customer service in healthcare?

It is safe to say, most healthcare facilities you deal with fail to deliver superior customer service. No one was born knowing this skill...it is a learned trait. You cannot expect to provide the kind of customer service that wows your patients if you do not train to do so.

TRAINING METHODOLOGY

Here are some activities to incorporate into your healthcare customer service training program:

- Role-playing
- Mock phone calls
- Adding gamification
- Memory games
- Single topic training sessions
- Reward ongoing training
- Involve management

Role-playing – Set up customer service scenarios with your employees and see how they react to tough interactions with patients or ideal ways to handle situations.

Mock phone calls – In a customer service job, you must be able to perform well over the phone. If your employees use the phone frequently with patients, set up mock phone calls. Go over skills like the correct tone, using clear words, and a pitch that is pleasant.

Add gamification – Consider adding gamification to your customer service training. Include interactive quizzes, games, and other training vehicles with rewards for completing the various levels.

Memory games – Employees need to memorize a series of names. This will help healthcare professionals have a better “bedside manner” and other employees better connect with customers on a personal level. Customers will feel more like people and less like numbers.

Single topic training sessions – If there is a particular area of improvement you can pinpoint, build a training session around it. Hold a training session just on this topic. Have your employees bring a real-life example to the session.

Reward ongoing training – In order to incentivize these healthcare professionals to use their training, create an award system. Awards can be anything from a formal system to a simple gift card when you notice an employee using their new training on the job.

Involve management – When holding particular training sessions, it’s a great opportunity to have managers attend some of these. You want your healthcare professionals to feel their superiors support their customer service training.





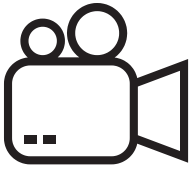
Organisational Benefits

The healthcare industry is a tough, exhausting, fast-paced, and patient-focused industry. It requires healthcare professionals to not only perform their job duties effectively but also provide exceptional customer service to patients.

These patients can also be considered customers as they are coming to you for expert help on health-related issues. So, improving your customer service training in healthcare initiatives can yield the following benefits:

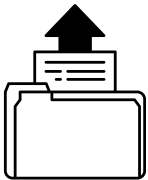
- More engaged employees - Customer service training in healthcare can help these employees see how their roles benefit the organization and most importantly, their patients.
- Secure future - All employees want to grow and expand their skills over time. If you provide customer service training, employees are motivated to stay with your organization and feel they have the tools to meet the customer or patient demands.
- Increase everyone's strengths - Customer service training for healthcare professionals brings everyone up to speed. Courses can cover communication, listening, problem-solving, and organizational skills.
- Retaining patients - If patients are not satisfied with their care, they will take their business elsewhere. But great customer service training for healthcare professionals can ensure lifelong satisfied patients.
- Increased profit - Healthcare customer service training can help improve your organization's bottom line. Training your employees improves retention rates and reduces the amount of new hire training costs.

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



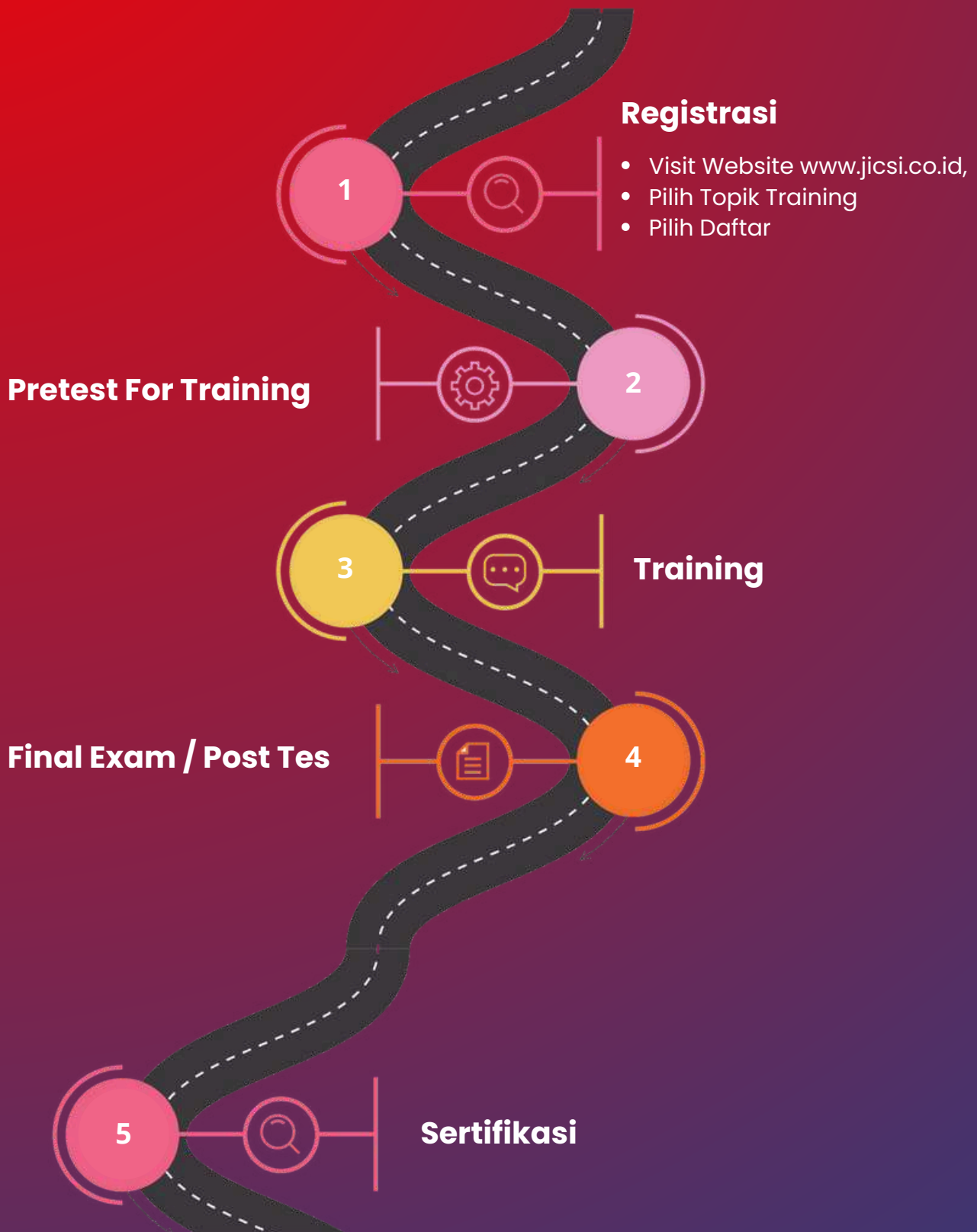
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Who We Are and What We Do

Module 2 : Establishing Your Attitude

Module 3 : Communication Skills

Module 4 : Identifying and Addressing Patient Needs

Module 5 : Generating Return Business

Module 6 : In-Person Customer Service

Module 7 : Providing Electronic Customer Service

Module 8 : Recovering Difficult Customers

Module 9 : Understanding When to Escalate



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

