



H.I.S. CORNERSTONE
CONTINUING EDUCATION



Catch the Wave: Delivering Exceptional Customer Service to Improve Patient Care

Sponsored by: Example Company

**FREE
CE!**

1.0 CE Credit

RNs, LVNs, SWs, LPCs, CCMs, ACM PTs, OTs, SLPs

This course will explore how providing positive customer experiences can enhance a patient's quality of care and quality of life.

Objectives

- ✓ Identify ways to provide exceptional customer experiences
- ✓ Discuss effective communication techniques when providing customer care
- ✓ Describe an effective recovery strategy to be implemented when patients and families are dissatisfied
- ✓ Exemplify how delivering exceptional customer experiences can produce positive patient outcomes

How to Earn CE Credit

Participants must:

- ✓ View the course
- ✓ Complete the post-test
- ✓ Submit the evaluation

Register below by

June 24, 2026

Contact
HIS Cornerstone
for any questions,
concerns or ADA
accommodations

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www.hiscornerstone.com

To Register on a Desktop:

Go to
hiscornerstone.com/enter-group-code

Enter code

Example Company

