AMSURG CARES

AMSURG
An **Envision Healthcare** Solution

CUSTOMER SERVICE TRAINING TO IMPROVE AND MAINTAIN PATIENT SATISFACTION AND EXPERIENCE

AMSURG CARES is a customer service initiative providing training to all centers, focusing on improving and maintaining patient satisfaction and experience.

Training Objectives

- Highlight the role of customer service in the overall goals of a center.
- Defining what customer service means to staff and patients.
- Illustrate methods for delivering consistent and superior customer service.
- Managing the process when things go wrong.

Courses

- **AMSURG CARES** — Overview
- **Empathy** — In my customer's shoes
- **Problem Solving** — Actually, my problem is your problem
- **Effective Communication** — I don't know what you mean
- **Stress Management** — My hair is on fire
- **Time Management** — Hurry up and wait

How Do I Sign Up?

In order to participate in AMSURG CARES, employees do not need to sign up for this training. All staff members may participate, but must have a login to Center Connect. Center Leaders can create a login for anyone in their center by going to the applications page and clicking on "Manage Users."



Benefits

- On-demand Training
- Customized Training Specific to Job
- CEU Credits
- Detailed Courses

ACCESSING COURSES

1. Log on to Center Connect
2. Hover your mouse over the "Training" tab and click on "Training"
3. On the right-hand side, click on "AMSURG CARES" under Additional Training
4. Click on courses and complete tests in order to receive credit

Note: All AMSURG CARES training is also located at the top of the Business Operations storefront page

QUESTIONS?

Please contact your Operations Lead or email Pauline Wilson at **amsurgcares@amsurg.com**