

## **“EVERY PATIENT CONTACT COUNTS™”**

A Webinar for Medical Personnel

**Did you hear about the patient who told her friends how upset she was to be left alone on a gurney in the hallway outside radiology?**

Minor hospital experiences may not be minor to the patient. Mishaps may contaminate an otherwise good experience.

**“EVERY PATIENT CONTACT COUNTS™”** is a one-hour long, live, evidence-based webinar reinforcing positive interpersonal interactions between all medical personnel and their patients.

**The essential audience for the webinar, “EVERY PATIENT CONTACT COUNTS™” includes all medical staff from receptionist to physician and should be ordered by hospital administrators who care to**

- **increase patient loyalty**
- **improve patient compliance**
- **increase patient satisfaction, while**
- **decreasing staff stress**
- **increasing staff efficiency.**

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