Healthcare Customer Service: HIPAA-Aware Support Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s rapidly evolving healthcare landscape, delivering exceptional customer service requires more than empathy and communication skills it demands a deep understanding of regulatory compliance, particularly HIPAA (Health Insurance Portability and Accountability Act). Healthcare Customer Service: HIPAA-Aware Support Training Course equips professionals with the knowledge, practical skills, and confidence to provide patient-centered support, protect sensitive information, and ensure compliance with legal standards. This course integrates real-world scenarios and case studies to create a hands-on learning experience for healthcare representatives, call center agents, and administrative staff.

Participants will learn to balance compassionate patient interactions with strict adherence to privacy regulations, enhancing both customer satisfaction and organizational credibility. Through interactive modules, scenario-based exercises, and role-playing, learners will master essential HIPAA-compliant communication techniques, conflict resolution strategies, and digital security best practices. By the end of the training, attendees will be fully prepared to deliver exceptional, compliant support in any healthcare setting, reducing risk and improving the overall patient experience

Programme Curriculum

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Course Duration

5 das

Course Objectives

1. Understand HIPAA compliance and its impact on healthcare customer service.
2. Develop patient-centric communication skills for diverse populations.
3. Apply data privacy and security protocols in day-to-day interactions.
4. Master conflict resolution strategies tailored to healthcare settings.
5. Enhance digital communication etiquette for telehealth and patient portals.
6. Implement risk mitigation practices to prevent data breaches.
7. Build empathy-driven support techniques to improve patient satisfaction.
8. Utilize CRM and EHR tools effectively while maintaining confidentiality.
9. Navigate legal and ethical challenges in patient communication.
10. Analyze and resolve real-life case studies of HIPAA violations.
11. Improve multichannel communication proficiency, including calls, emails, and live chat.
12. Foster team collaboration in compliance-focused environments.
13. Measure and evaluate service quality metrics to optimize patient experience.

Target Audience

1. Healthcare customer service representatives
2. Medical call center agents
3. Patient experience coordinators
4. Hospital administrative staff
5. Telehealth support specialists
6. Medical billing and coding staff
7. Healthcare IT support personnel
8. Clinic and hospital managers

Course Modules

Module 1: Introduction to HIPAA & Healthcare Compliance

- Overview of HIPAA and its importance in patient privacy
- Key regulations affecting healthcare customer service
- Real-life consequences of HIPAA violations
- Compliance terminology and documentation practices
- Case study: HIPAA breach in a hospital setting

Module 2: Patient-Centric Communication Skills

- Active listening and empathetic response techniques
- Verbal and non-verbal communication in healthcare
- Managing difficult patients professionally
- Communication across diverse populations
- Case study: Improving patient satisfaction through effective communication

Module 3: Data Privacy & Security Protocols

- Understanding PHI (Protected Health Information)
- Secure handling of patient records and digital data
- Identifying and reporting potential data breaches
- Best practices for password and device management
- Case study: Avoiding accidental PHI disclosure

Module 4: Conflict Resolution & Complaint Handling

- Techniques for de-escalating tense situations
- Structured complaint resolution processes
- Role-playing difficult scenarios
- Maintaining professionalism under pressure
- Case study: Resolving patient complaints while staying HIPAA-compliant

Module 5: Digital & Telehealth Communication Etiquette

- Best practices for email, chat, and telehealth consultations
- Ensuring privacy during virtual patient interactions
- Documentation and follow-up procedures
- Tools for secure telehealth communication
- Case study: Telehealth miscommunication and resolution

Module 6: Risk Mitigation & Legal Compliance

- Identifying potential compliance risks
- Policies and procedures to prevent violations
- Reporting mechanisms for non-compliance
- Understanding liability and consequences
- Case study: Legal consequences of non-compliance in healthcare

Module 7: CRM & EHR Tools in Patient Service

- Efficient use of electronic health records (EHR)
- Maintaining confidentiality in digital systems
- Streamlining patient service using CRM tools
- Documenting interactions accurately
- Case study: Optimizing patient care through EHR efficiency

Module 8: Measuring Service Quality & Continuous Improvement

- Key performance indicators (KPIs) for patient support
- Feedback collection and analysis

- Continuous improvement strategies
- Benchmarking patient satisfaction metrics
- Case study: Transforming patient service based on data insights

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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