

How to enroll in the Patient Experience Online Module



ICIS Applications
[Launch](#)



Email
[Launch](#)



Enterprise Resource Planning
[Launch](#)



Enterprise Reporting Services
[Launch](#)

Go to iLearn App



Enterprise Correspondence
[Launch](#)



iLearn
[Launch](#)



Staff Scheduling Management (Clairvia CVM)
[Launch](#)



Staff Scheduling (Clairvia Web)
[Launch](#)



Quality Information System
[Launch](#)



Date Converter
[Launch](#)



Services HUB
[Launch](#)



مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre

Log in with your ID and Password

USER LOGIN

Login

Activating your iLearn account

[Video Guide](#)

[New Users](#)

[Contact Us](#)

WHAT IS NEW

New Staff Development online Courses

Now on iLearn

[» More Information](#)

Are you facing an issue with the iLearn?

To Report it, please follow the steps mentioned in this article

[» More Information](#)



Welcome, ...

CATALOGUE SEARCH

Keywords

patient experience

Patient Experience
Online Module

Optimizing the
Customer **Experience**

CHEMOTHERAPY &
BIOTHERAPY
WORKSHOP FOR NON
ONCOLOGY
EXPERIENCE NURSES

CHEMOTHERAPY &
BIOTHERAPY
WORKSHOP FOR NON
ONCOLOGY
EXPERIENCE NURSES

CHEMOTHERAPY &
BIOTHERAPY
WORKSHOP FOR NON
ONCOLOGY
EXPERIENCE NURSES

Patient Ceiling Lifter
Training

Patient Ceiling Lifter
Training

Patient Review
presentation

Pediatric SCT **Patient**
Education Program

Patient Safety
Workshop 2022

Type here "Patient Experience Online Module" and click on it

NEWS

New Staff Development online Courses

Now on iLearn (13-Jun-2022)
Read more >
(Contact Author)

ENROLMENTS

- Managing Managers
- Discovering What Your Customers Want
- Internal Customer Service: Conflict and Complaints Simulation

PERSONAL CALENDAR

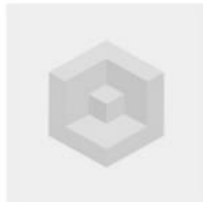
July 20 Today < July 2022 >

+ Create Event

No events for the day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Full View



Patient Experience Online Module

(Rev. 3)

by KFSH&RC (Gen.Org.)

★★★★★ 7 Reviews

The aim of the program is to empower employees to provide an exceptional patient experience at every point of interaction to help them understand that their role in creating a positive patient experience is greater than the tasks associated with their job.

Important Note: It takes 24 hours for the Certificate to reflect in Oracle.

Learning Type: Online

Subject: Unassigned

Available Languages: • English

Duration: 15 Minutes

Who Should Take This: • All hospital staff

Prerequisites:

- Objectives:**
- Enhance knowledge of patient experience and expectations
 - Apply communication skills required at healthcare setting
 - Engage staff with patients to deliver patient-centered care
 - Build a culture of service excellence
 - Apply service recovery tools
 - Develop a mindset to meeting and exceeding patient expectations

More Information:

Support Contact: Riyadh 42006/50611 Jeddah 41280 / 41191 / 41278

- Reference Resources:**
- PX Training Material - Riyadh.pdf (PX Training Material - Riyadh.pdf)
 - PX Workbook (PX Workbook Riyadh 7 Jan HB.pdf)

Session(s): Patient Experience Online Module

Seats: Unlimited

Click here to enroll

Enroll

PERSONAL CALENDAR

July 20 Today < July 2022 >

+ Create Event

No events for the day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Full View

Thank you

KFSH&RC Experience Office Division

kfshexperience@kfshrc.edu.sa