

**Build a stronger
patient-centered
culture without
adding to your budget**

Help your team create better patient experiences through practical, ready-to-use education already included with your NACHC membership, over \$9,400 in value.

Help Your Team Deliver Better Patient Experiences

As part of your NACHC membership, your organization has access to exclusive educational resources designed to strengthen patient experience, engage staff, develop leaders, and support organizational excellence.

BENEFIT #1

Everyone's a Caregiver® Patient-Centered Clinic Micro-Webinar Library

ESTIMATED VALUE: \$6,900

From appointment access and front-desk interactions to provider communication and care coordination, the EAC® educational resources provides practical education designed specifically for healthcare teams.

The library includes 50 engaging educational micro-webinars.

Learn more [here](#).



EAC® PCC Micro-Webinars

Getting Timely Access

Strategies to improve appointment access and reduce barriers to care.

Responsive & Helpful Office Staff

Practical tools to strengthen communication and create positive first impressions.

Care Coordination

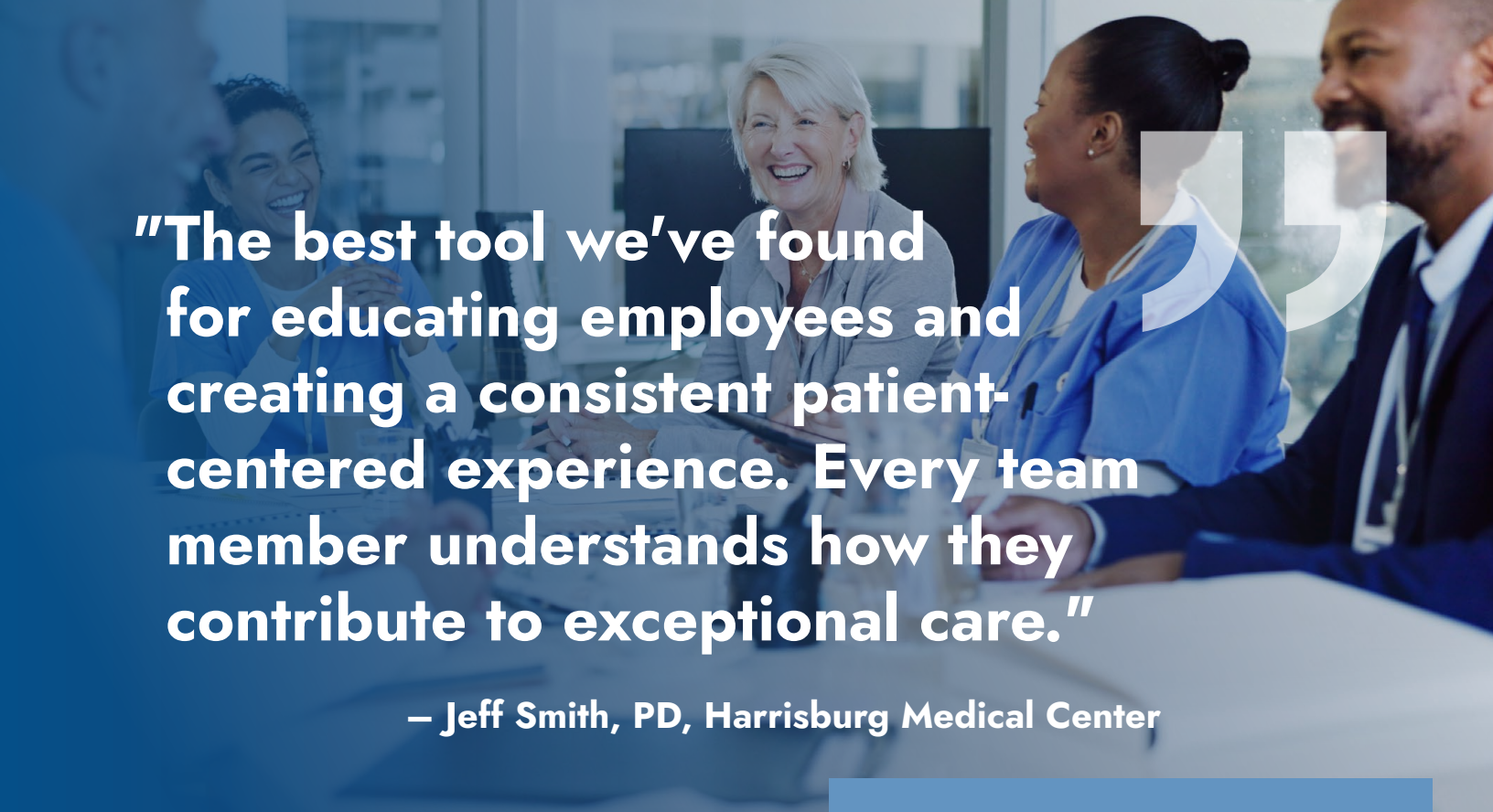
Techniques to improve continuity of care and strengthen the patient experience.

Provider Communication

Best practices for building trust, improving communication, and enhancing patient satisfaction.

Flexible Learning

Staff can learn at their own pace while organizations access resources, tools, and implementation ideas that can be applied immediately.



"The best tool we've found for educating employees and creating a consistent patient-centered experience. Every team member understands how they contribute to exceptional care."

— Jeff Smith, PD, Harrisburg Medical Center

BENEFIT #2

One Complimentary 90-Minute Virtual Keynote

ESTIMATED VALUE: \$2,500

Bring a nationally recognized healthcare speaker directly to your organization through a live virtual presentation focused on topics such as

- ▶ Patient Experience
- ▶ Workforce Engagement
- ▶ Leadership Development
- ▶ Service Excellence
- ▶ Organizational Culture
- ▶ Communication and Accountability

Choose from a variety of topics and speakers through the **CLS NACHC Speakers Bureau**.

One keynote presentation available per member organization.

"Absolutely stellar. Engaging content delivered with exceptional expertise and passion."

— Shawna Gonzales CFO,
First Choice Community
Healthcare

Join Us for the Member Orientation Webinar

Presented by Andrew Lewis C.Med, CMT, WFA

Learn how to access your complimentary educational resources and maximize the value of your NACHC membership.

Maximizing Your NACHC Membership:
New Patient Experience Education Benefits

During this webinar we will:

- ▶ Review available member benefits
- ▶ Demonstrate how to access resources
- ▶ Answer questions
- ▶ Share practical ways organizations are utilizing these tools

Register Now!

July 21, 2026

9AM PT / 10AM MT / 11AM CT / 12PM ET



Attendee Giveaway

All live attendees will be entered into a draw to win:

Two HealthCare Service Excellence Conference (HCSEC) Scholarships

VALUE: \$1,175 EACH

thrive

Shaping the Future of Patient & Employee Engagement

NOV 9-11, 2026 | RENO, NV

Dedicated Member Support

The CLS NACHC Member Support Hotline is available to assist members with activating educational resources, scheduling keynote presentations, accessing learning materials, answering questions, and maximizing benefit utilization.



Monday-Friday
9:00AM - 4:00PM
Mountain Time



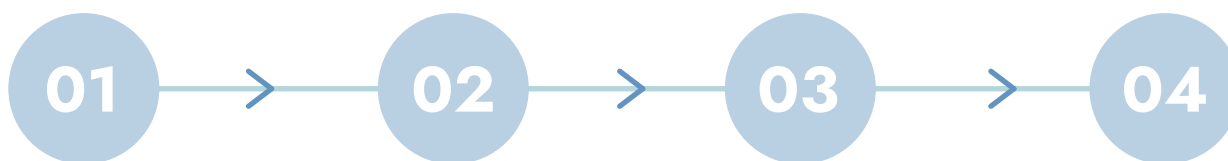
1.800.667.7325
ext. 5212



NACHCSupport
@customlearning.com

How to Access Your Benefits

Getting Started is Simple.



Attend the **member orientation** webinar on July 21, 2026.

Contact the CLS NACHC Member Support Hotline.

Request access to the webinar library or **schedule** your complimentary keynote.

Begin utilizing your benefits!

A photograph of three healthcare professionals in a clinical setting. In the center is an older woman with short, styled grey hair, wearing a white lab coat over blue scrubs, with a stethoscope around her neck. She is smiling broadly. To her left is another woman with short grey hair and glasses, also smiling. To her right is a man with a beard, wearing blue scrubs and a stethoscope, with his arms crossed and a wide smile. The background is a blurred hospital hallway with warm lighting.

Your NACHC Membership Includes More Than Membership.

It Includes Access to Education, Resources, and
Support Designed to Help Your Organization Thrive.

Contact Us Today.

