AI-Enabled Patient Support Coordination Course

16 – 20 August 2027
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 254_223472 **Date:** 16 – 20 August 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

AI-Enabled Patient Support Coordination Course is a one-week foundation course for patient experience teams, care coordinators, nursing support personnel, clinical operations staff, contact center teams, and healthcare service managers, who leave with a Patient Support Coordination and Escalation Plan. Participants connect service requests, patient communication, navigation, handoffs, follow-up, feedback, accessibility, privacy-aware handling, human approval, and escalation without making clinical decisions. Agile Leaders Training Center provides training in AI-enabled patient support coordination.

Who Should Attend

- Patient experience personnel responsible for communication and feedback
- Care coordination personnel responsible for navigation, handoffs, and follow-up
- Nursing support personnel responsible for non-clinical requests and escalation
- Clinical operations personnel responsible for service workflows and accountability
- Contact center personnel responsible for patient enquiries and routing
- Healthcare service managers responsible for access and service improvement

The course assumes participants contribute to patient support, experience, coordination, operations, or service management and leaves out diagnosis, prescribing, clinical decision support, health monitoring devices, equipment maintenance, cybersecurity, and technical model development.

Departments and Industries

The course supports governed AI use in non-clinical patient support across healthcare services.

- Patient experience and patient relations departments
- Care coordination and service navigation teams
- Clinical operations and nursing support functions
- Healthcare contact centers and appointment services
- Hospitals, clinics, diagnostic centers, and home-care services
- Healthcare quality and service improvement functions

Learning Objectives

By the end of this course, participants will be able to:

- Map patient support requests, boundaries, and ownership
- Prepare clear communication drafts with human approval
- Coordinate navigation, handoffs, follow-up, and escalation
- Analyze patient feedback while protecting sensitive information
- Apply accessibility, privacy-aware handling, and service controls
- Build a Patient Support Coordination and Escalation Plan

Course Agenda

Day 1: Patient Support Requests and Boundaries

- Patient Support Request Classification
- Clinical and Non-Clinical Boundary Guide
- Service Ownership and Routing Matrix
- Urgency and Escalation Screen
- Patient Consent and Preference Record

Day 2: Communication and Accessibility

- Patient Communication Draft Checklist
- Plain-Language Message Review
- Accessibility and Language Preference Card
- Identity and Context Verification Step
- Human Approval and Message Log

Day 3: Navigation, Handoffs, and Follow-Up

- Patient Service Navigation Map
- Care Support Handoff Checklist
- Follow-Up Commitment Register
- Missed Contact and Retry Workflow
- Unresolved Request Escalation Path

Day 4: Feedback and Service Improvement

- Patient Feedback Theme Register
- Sentiment Confidence and Limitation Card
- Complaint and Compliment Review
- Privacy-Aware Feedback Handling Guide
- Service Improvement Action Tracker

Day 5: Patient Support Coordination Practice

- Suggested Exercise: Classify and Route Support Requests
- Suggested Exercise: Review Communication and Accessibility
- Suggested Exercise: Coordinate Handoffs and Follow-Up
- Suggested Exercise: Analyze Feedback and Escalate Issues
- Capstone Exercise: Patient Support Coordination and Escalation Plan

Practical Exercises

The course uses suggested activities that turn patient-support information into controlled communication, coordinated follow-up, and accountable service action.

- Suggested activity: classify requests, confirm boundaries, assign ownership, and set escalation
- Suggested activity: draft plain-language messages, check accessibility, verify context, and record approval
- Suggested activity: map navigation, complete handoffs, record commitments, and manage missed contact
- Suggested activity: code feedback themes, review confidence, protect sensitive details, and assign improvement actions

FAQs

Who suits AI-enabled patient support coordination training, and what does it assume?

AI-enabled patient support coordination training suits personnel responsible for patient experience, care coordination, support, clinical operations, contact centers, or service management. It assumes familiarity with healthcare service workflows and requires no programming.

How does patient support coordination differ from clinical decision support?

Patient support coordination focuses on communication, navigation, handoffs, follow-up, feedback, accessibility, and escalation. Clinical decision support informs diagnosis or treatment and is outside this course.

How should teams validate an AI-assisted patient message?

Teams should verify patient identity, request context, service boundary, source information, language, accessibility, privacy, accuracy, tone, required escalation, and accountable human approval before sending it.

How should teams handle sensitive patient feedback?

Teams should limit collection to the service purpose, protect identifying details, separate facts from inferred themes, record confidence and limitations, restrict access, apply retention rules, and escalate safety or clinical concerns to authorized personnel.

What belongs in a Patient Support Coordination and Escalation Plan?

The plan should include request categories, service boundaries, ownership, routing, communication checks, preferences, navigation, handoffs, follow-up commitments, missed-contact workflows, feedback themes, privacy controls, escalation, improvement actions, and review records.

Conclusion

Participants take back a Patient Support Coordination and Escalation Plan connecting requests, communication, accessibility, navigation, handoffs, follow-up, feedback, privacy, ownership, and escalation. It provides a practical basis for responsive support, controlled AI assistance, accountable human review, and consistent service improvement.