

HEALTHCARE INSPIRED · PROFESSIONAL CERTIFICATION



RPCES Certification Program

Registered Patient Communication & Experience Specialist

OFFICIAL SYLLABUS · WINTER
2027 COHORT

VERSION 1.0 · EFFECTIVE JANUARY 2027

PRESENTED BY HEALTHCARE INSPIRED

SECTION 01

Program at a Glance

The essential facts of the RPCES Certification Program

The **RPCES Certification Program** is an 8-week hybrid certification for the front-line healthcare professionals who shape the patient experience — schedulers, front-desk staff, patient access reps, referral coordinators, and call-center teams. Self-paced online modules combine with weekly live virtual sessions to build communication skill, healthcare knowledge, and applied judgment.

PROGRAM RPCES Certification	COHORT Winter 2027 · Jan 4 – Feb 26, 2027	ENROLLMENT Sept 15 – Dec 15, 2026
FORMAT Hybrid · online + weekly live	DURATION 8 weeks · ~32 learning hrs	CURRICULUM 8 modules · 32 lessons
LIVE SESSIONS Weekly · 60–90 min · recorded	PREREQUISITES None (HS diploma preferred)	PROGRAM FEE \$499 (group pricing 5+)
CREDENTIAL RPCES · valid 2 years	CERTIFICATION 2 practical assessments + written exam	LANGUAGE English

Two-part certification. RPCES is performance-based. To earn the credential, participants must complete both practical recorded assessments (a phone complaint and an in-person complaint) AND pass the written certification examination. Program completion alone does not confer the credential.

02 · What You'll Learn

RPCES pairs communication technique with the healthcare knowledge front-line staff actually use every day. By the end of the program, participants will be prepared to handle any patient conversation — from a routine scheduling call to a difficult complaint — with clarity, empathy, and sound judgment.

Program Learning Outcomes

- ✓ Communicate confidently and empathetically across phone, in-person, and digital interactions.
- ✓ Apply active listening, questioning, and clear-language techniques with patients.
- ✓ Navigate scheduling, intake, referral, insurance, billing, and payment conversations.
- ✓ Explain next steps and escalate appropriately instead of saying "I don't know."
- ✓ De-escalate upset, frustrated, anxious, or confused patients using proven frameworks.
- ✓ Apply structured service recovery after failures; protect privacy under HIPAA.
- ✓ Demonstrate applied competency on recorded phone and in-person patient scenarios.

Six Core Competency Domains

The curriculum and certification exam are anchored in six domains:

- **Patient Communication Fundamentals** — verbal, non-verbal & written; tone, empathy, active listening, clear language.
- **Healthcare Foundational Knowledge** — terminology, patient journey, provider types, organizational landscape.
- **Patient Access & Intake Communication** — scheduling, intake, referrals, information gathering.
- **Financial & Insurance Communication** — plans, deductibles, EOBs, patient responsibility, escalation.
- **De-escalation & Service Recovery** — managing anger and anxiety; rebuilding trust after failures.
- **Compliance, Privacy & Professional Standards** — HIPAA, confidentiality, boundaries, reporting.

03 · How the Program Works

RPCES runs 8 weeks in a hybrid format — self-paced module content plus one 60–90 minute live virtual session each week. **Time commitment:** ~4–5 hrs/week (3 hrs self-paced + live + reflection). **Cadence:** Mon module release → Mon–Wed self-paced → Thu live → Fri deliverable. **Live sessions** are role-play breakouts, scenario walkthroughs, peer feedback, and Q&A — recorded within 24 hrs; missed sessions require a 200–300 word reflection within 7 days. **Instructor support:** email replies within 1 business day + weekly office hours.

Weekly Schedule

WEEK	MODULE	LIVE SESSION THEME	KEY DELIVERABLE
1	M1 — Front Line of the Patient Experience	Introductions & Setting the Standard	Self-assessment inventory
2	M2 — Communication That Connects	Active Listening Practice	Communication style audit
3	M3 — Intake, Scheduling & Patient Access	Scheduling Role-Play	Intake conversation transcript
4	M4 — Billing, Insurance & Payment Conversations	Handling Financial Questions	Insurance explainer script
5	M5 — Difficult Conversations & De-Escalation	De-Escalation Lab	De-escalation scenario response
6	M6 — Service Recovery & Patient Experience	Service Recovery Case Studies	Recovery plan + Practical Assessment 1 (audio)
7	M7 — Privacy, Professionalism & Communication Standards	HIPAA in Practice	Privacy quiz + Practical Assessment 2 (video)
8	M8 — Communication Across the Organization	Exam Prep & Final Review	Capstone scenario response

After Week 8. Participants have a 30-day window to complete the RPCES Certification Examination.

04 · Course Modules & Lessons

Eight sequential modules — four lessons each — building from foundational communication skills through organizational integration and service recovery. Each module includes a weekly deliverable and a quiz requiring **80%** to unlock the next module.

#	MODULE & WEEK	LESSONS	KEY TOPICS
1	The Front Line of the Patient Experience WEEK 1 · ~3 HRS + 1.5 HR LIVE	1.1 The Patient's First 90 Seconds 1.2 Professionalism, Accountability & Presence 1.3 Understanding the Full Patient Journey 1.4 Your Role in the Organizational Ecosystem	First impressions · professional presence · service mindset · org structures · front-office impact on outcomes
2	Communication That Connects WEEK 2 · ~3 HRS + 1.5 HR LIVE	2.1 The Anatomy of a Great Patient Conversation 2.2 Active Listening & Empathy in Practice 2.3 Clear Language: Replacing Jargon 2.4 Communication Styles & Patient Populations	Verbal, non-verbal & written · tone & pacing · open vs. closed questions · plain language · cultural competence
3	Intake, Scheduling & Patient Access Communication WEEK 3 · ~3 HRS + 1.5 HR LIVE	3.1 The Anatomy of an Effective Intake Call 3.2 Scheduling: Options, Trade-Offs & Expectations 3.3 Referral & Authorization Conversations 3.4 Documentation Accuracy & Professional Handoffs	Intake scripts · appointment types · referrals & prior auths · warm handoffs · documentation
4	Billing, Insurance & Payment Conversations WEEK 4 · ~3.5 HRS + 1.5 HR LIVE	4.1 Insurance 101 for the Patient-Facing Professional 4.2 Explaining Deductibles, Copays & Coinsurance 4.3 Statements, Balances & Payment Options 4.4 The Escalation Line: What to Answer, What to Route	In-network vs. out-of-network · deductibles, copays, coinsurance · EOBs · payment plans · escalation triggers
5	Difficult Conversations & De-Escalation WEEK 5 · ~3.5 HRS + 1.5 HR LIVE	5.1 Emotional Triggers & De-Escalation Signals 5.2 The LEAP Framework 5.3 Calming Language & Tone Modulation 5.4 Boundaries, Safety & Knowing When to Step Away	Emotional triggers · LEAP framework · calming language · complaint pathways · safety & boundaries
6	Service Recovery & Patient Experience WEEK 6 · ~3 HRS + 1.5 HR LIVE	6.1 Anatomy of a Service Failure 6.2 The Service Recovery Framework 6.3 Rebuilding Trust After Things Go Wrong 6.4 From Recovery to Loyalty	Service failure indicators · ownership vs. blame · apology language · follow-through · loyalty drivers
7	Privacy, Professionalism & Communication Standards WEEK 7 · ~3 HRS + 1.5 HR LIVE	7.1 HIPAA Fundamentals for the Front Line 7.2 What You Can Say, Where, and to Whom 7.3 Digital Communication: Portals, Text, Email & Voicemail 7.4 Recognizing & Reporting Potential Breaches	HIPAA basics · PHI & minimum necessary · authorized disclosures · voicemail & secure messaging · breach reporting
8	Communication Across the Organization WEEK 8 · ~3 HRS + 1.5 HR LIVE	8.1 The Internal Communication Landscape 8.2 Escalation Done Right 8.3 Closing the Loop 8.4 Building an Organizational Communication Culture	Internal channels · escalation ladders · warm vs. cold handoffs · follow-through · cross-department culture

05 · Assessment & Certification Exam

RPCES is a performance-based credential. Participants must complete both practical recorded assessments AND pass the written examination to earn the RPCES designation.

Two Required Practical Recorded Assessments

- **Practical Assessment 1 — Phone Complaint Call (audio, Week 6):** respond in real time to a pre-recorded frustrated patient call demonstrating active listening, empathy, de-escalation, and a clear next step.
- **Practical Assessment 2 — In-Person Complaint (video, Week 7):** respond to a scripted in-person complaint scenario demonstrating professional presence, non-verbal empathy, service recovery, and appropriate escalation.

Both recordings are uploaded to the RPCES learning portal and reviewed against the RPCES competency rubric within 5 business days. Both must reach *Developing* or better in every domain (Communication Effectiveness · Healthcare Knowledge Application · Professionalism & Judgment · Escalation & Follow-Through) to qualify for the written exam.

Written Certification Examination

- **Format:** Online, webcam-proctored · 100 questions · 2 hrs · 75 multiple choice + 25 scenario-based.
- **Passing score:** 75% (75 / 100) · **Retakes:** 2 included · 30-day wait between attempts.
- **Score reporting:** provisional at completion; official within 5 business days.
- **ID:** Government-issued photo ID required. Accommodations available with 14 days' notice.

Exam blueprint (100 Q): 20% Patient Communication Fundamentals · 15% Intake, Scheduling & Patient Access · 15% Financial & Insurance Communication · 20% De-escalation & Service Recovery · 15% Privacy, Professionalism & Compliance · 15% Organizational Communication & Escalation.

Credential & Renewal

Successful candidates receive a digital certificate and shareable badge within 10 business days and may append **RPCES** to their name. The credential is valid **2 years** and renews with **15 CE hours** in approved topics (patient communication, HIPAA/compliance, revenue-cycle fundamentals, service recovery, cultural competency, patient access, medical terminology) plus a **\$99** renewal fee. Lapsed credentials may be reinstated within 12 months with 20 CE hrs and a reinstatement fee; after 12 months, the exam must be retaken.

06 · Enrollment & Pricing

Enrollment for the **Winter 2027 cohort** opens **September 15, 2026** and closes **December 15, 2026**. The cohort begins **January 4, 2027**.

ONLINE ENROLLMENT · OPENS SEPTEMBER 15, 2026

healthcareinspiredllc.com/rpces-enroll

Reserve your spot in the Winter 2027 cohort. The secure online form takes ~10 minutes.

Enrollment Steps

(1) Complete online enrollment form → (2) receive confirmation within 2 business days → (3) submit secure payment → (4) receive welcome packet & portal access within 48 hrs → (5) complete 30-minute orientation module → (6) cohort begins January 4, 2027.

\$499

PER PARTICIPANT · ALL-INCLUSIVE

No separate examination, materials, or certification fees. Includes the 8-week program, all modules & live sessions, cohort community, the certification exam + 2 retakes, digital certificate & badge, and the 2-year RPCES credential.

Group Pricing (Team Enrollment)

TEAM SIZE	PER PARTICIPANT	DISCOUNT
1-4	\$499	Standard rate
5-9	\$459	8% discount
10-19	\$429	14% discount
20-49	\$399	20% discount
50+	Contact	Custom enterprise pricing

Refund policy: Full refund within 7 days if no modules accessed · 50% by day 14 if fewer than 2 modules accessed · No refund after day 14 or once exam taken · One-time cohort transfer available at no charge.

07 · Ready to Enroll?

Spaces are limited to preserve the quality of instruction and support. Complete your enrollment early to reserve your spot in the Winter 2027 cohort.

ONLINE ENROLLMENT · OPENS SEPTEMBER 15, 2026

healthcareinspiredllc.com/rpces-enroll

Pre-enrollment opens **September 15, 2026**. Enrollment closes **December 15, 2026**. The Winter cohort begins **January 4, 2027**.

ENROLLMENT INQUIRIES

Pre-enrollment, cohort dates, group pricing, general information.

EMAIL

info@healthcareinspiredllc.com

ENROLLMENT FORM

healthcareinspiredllc.com/rpces-enroll

PROGRAM & TRAINING QUESTIONS

Curriculum, certification exam, accommodations, individual coaching.

EMAIL

training@healthcareinspiredllc.com

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IT STARTS WITH YOU.