

Health Contact Centre and Patient Appointment Booking Management

Healthcare Management

Course Overview

Health Contact Centre and Patient Appointment Booking Management: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

- Explain the core principles and current good practice in Health Contact Centre and Patient Appointment Booking Management
- Apply practical tools and techniques for Health Contact Centre and Patient Appointment Booking Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Health Contact Centre and Patient Appointment Booking Management in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of Health Contact Centre and Patient Appointment Booking Management: principles, terminology and context
2. The business case: why Health Contact Centre and Patient Appointment Booking Management matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
21 to 25 Sep 2026	Dar es Salaam	\$1,395
28 Sep to 2 Oct 2026	Online	\$700
12 to 16 Oct 2026	Pretoria	\$1,450

26 to 30 Oct 2026	Gaborone	\$1,550
2 to 6 Nov 2026	Kigali	\$1,450
16 to 20 Nov 2026	Cape Town	\$1,450
23 to 27 Nov 2026	Lusaka	\$1,550
7 to 11 Dec 2026	Maputo	\$1,550

LTC Consultants

Suite 601, Block 2, Monument Office Park, 79 Steenbok Ave, Monument Park, Pretoria, 0181, South Africa

+27 68 403 2806 | info@ltcconsultants.net | ltcconsultant.co.za

Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.