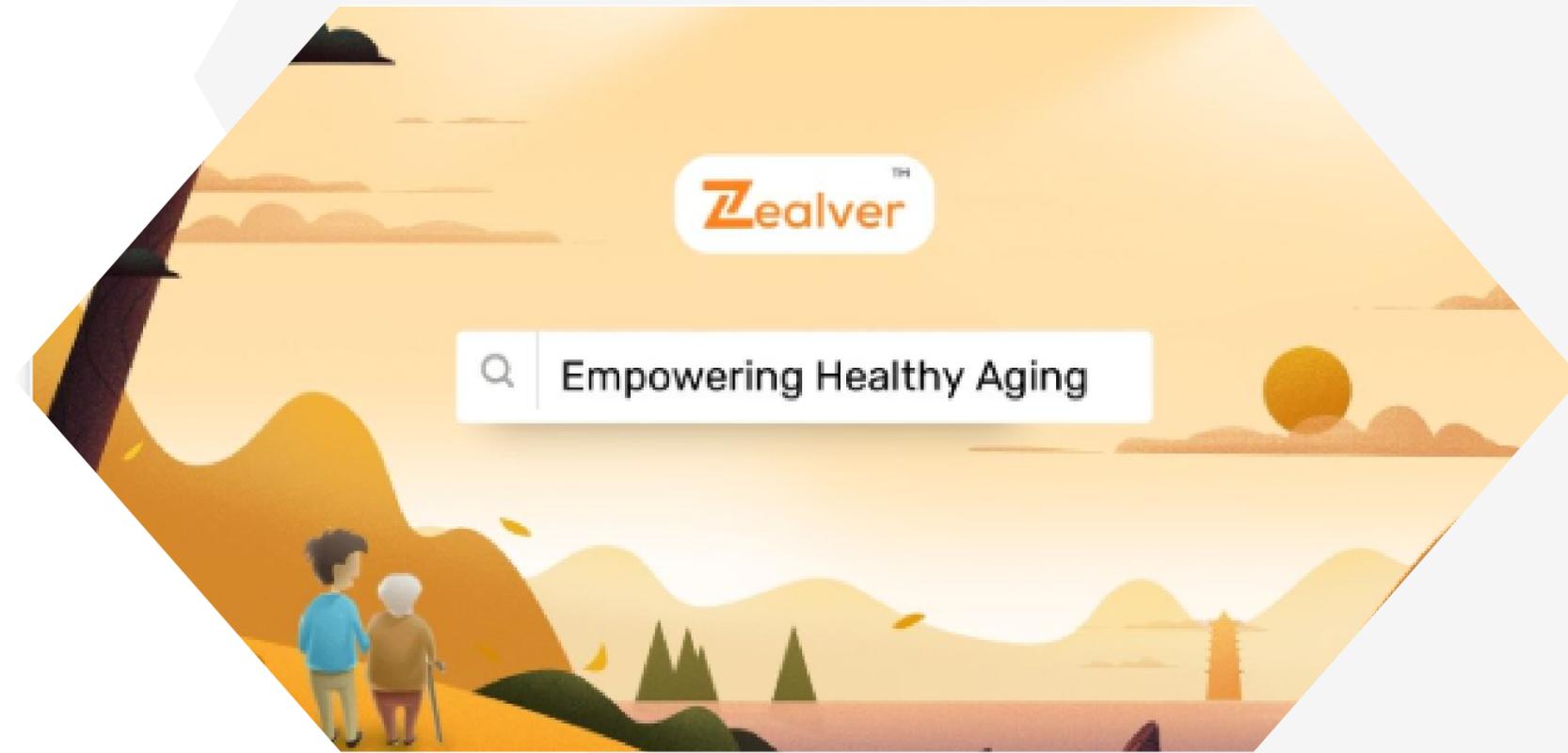


CUSTOMER EXPERIENCE TRAINING



INTRODUCTION

Welcome to the Customer Support Training Program! In today's session, you will learn key skills to provide excellent customer service, address challenges, and help our customers efficiently and effectively."

Active Listening: Effective communication begins with active listening, which involves fully concentrating, understanding, responding, and remembering what is being said. This skill allows you to grasp the speaker's message, demonstrate empathy, and provide meaningful feedback.

Clarity and Conciseness: Communicating with clarity ensures that your message is easily understood and reduces the chance of misinterpretation. Being concise means delivering your message in the fewest words possible without sacrificing meaning, which helps maintain the listener's attention.

Empathy and Emotional Intelligence: Developing empathy and emotional intelligence allows you to connect with others on a deeper level. Understanding others' feelings and perspectives fosters trust and openness, making communication more effective.

Confidence and Assertiveness: Communicating with confidence involves expressing your thoughts and ideas clearly and respectfully. Being assertive, rather than aggressive or passive, helps in establishing boundaries and ensuring that your voice is heard while respecting others.



ELDERCARE PREVENTIVE HEALTH PROGRAM TRAINING



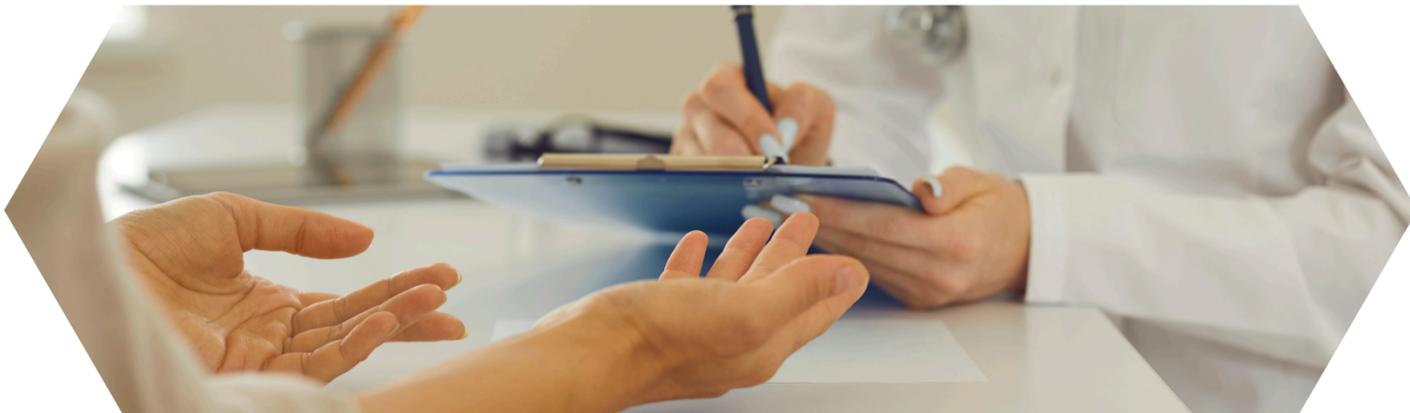
OVERVIEW OF THE PROGRAM

Our program focuses on proactive healthcare for elder parents, ensuring regular health check-ins, mental wellbeing support, Pregnancy care and comprehensive medical assistance.

ELDERCARE PREVENTIVE HEALTHCARE SERVICES

Proactive Health Check-ins: 12 calls per year from doctors and geriatricians to elder parents to monitor health status and prevent issues.

Note - This calls depends from corporate to Corporate some of them have even 6 calls which we need to check the brochure

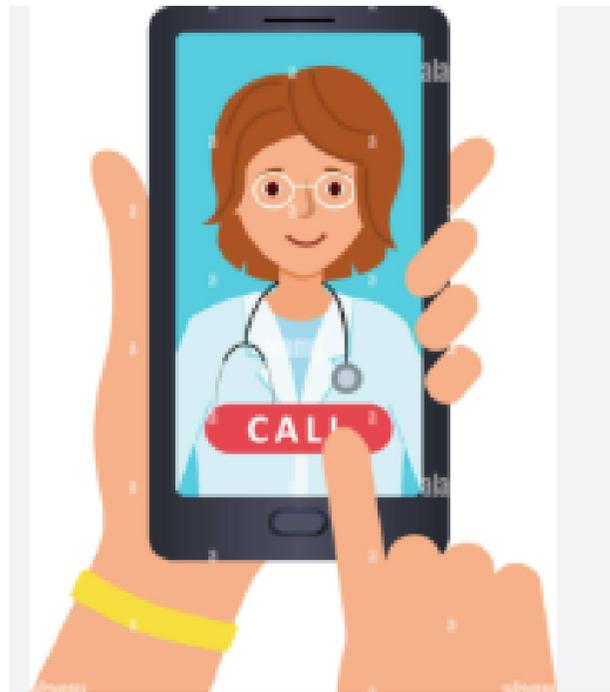


24x7 Physician Access:

Elders have unlimited access to general physicians 24/7 for health-related inquiries or emergencies.

Health Check-in Process:

Doctors and geriatricians initiate the health check-in calls on a scheduled basis. These calls focus on key health metrics and concerns.



Electronic Health Record (EHR):

Storage of electronic health records (EHR) facility and Health risk assessment tool

Each parent's Electronic Health Records Portal allows them to upload their own health records, medical history and routine health parameter observations. The Portal also has a Health Risk Assessment which is an assessment form which the member needs to complete and submit at the beginning along with registration.



Access to Doctors, Physicians, and Specialists

General Physician Access: Unlimited incoming call access to physicians 24/7 for medical concerns.

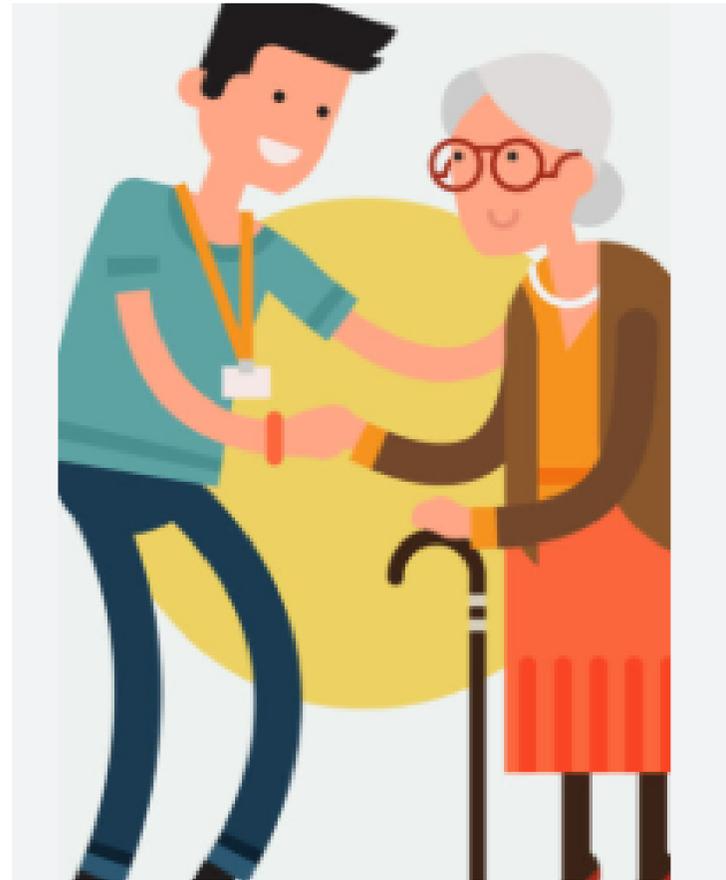
Specialist Consultation: For additional concerns, elders can be referred to specialists for further evaluation.



Mental Wellbeing Assistance

Mental Health Support: Exclusive counseling services for elders with unlimited access to specialized counselors.

Health Risk Assessments and Reports: Fall Risk Assessment (FRA): A physiotherapist performs a fall risk assessment, which includes musculoskeletal screening and a consultation.



Home Care & Pathology Tests

Annual Pathology Tests: Once a year, elders will undergo tests like CBC, Hba1c, SGOT, SGPT, TSH, and Calcium levels.

Home visits are included for sample collection.

Health concierge - Any additional health services like: Medicine purchasing, Home Care services, Nurse at home, Specialist Appointments, and other additional tests bookings (beyond the plan construct) can be arranged through the concierge and paid for separately



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"These concierge medical services are really convenient. I can get a check up, dinner reservations and show tickets."

Emergency Services

Ambulance Services: Once a year, elders are entitled to free ambulance services in case of an emergency

- **Customer Support Process:** A dedicated customer support team handles inquiries, issues, or questions related to the program. available 24/7
Phone: 020-71531330, Email: support@zealver.life



Recap:

This training has covered the key processes for delivering comprehensive eldercare services, including proactive health check-ins, mental wellbeing support, pathology testing, and emergency services.

Key Takeaways:

Each step in the process is crucial for maintaining the health and safety of elders.

The support team must work together to ensure smooth service delivery.

Clear communication and follow-ups with elders are critical.



