

## What Matters Most: Improving the patient experience

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An online course for providers and office staff that addresses gaps in care and offers approaches to communication with patients. This course is available at no cost and is eligible for one CME credit by the American Academy of Family Physicians.

The What Matters Most training can be accessed at [patientexptraining.com](https://patientexptraining.com)

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**URL:** <https://providernews.anthem.com/ohio/article/what-matters-most-improving-the-patient-experience-3>

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