



Date

Thursday and Friday:

20–21 February 2020

Opal Cove Resort, Coffs Harbour

7–8 May 2020

College House, North Sydney

3–4 September 2020

Mercure Wagga Wagga

12–13 November 2020

College House, North Sydney

Time

Thursday 9.00 am – 5.00 pm

Friday 9.00 am – 5.15 pm

Cost

Staff of RACGP members

Early bird* \$345

Regular rate \$385

Staff of non-members

Early bird* \$405

Regular rate \$445

If three or more from one practice,
third and subsequent participants \$180

*Early bird –until two weeks before the
course date

Contact

For more information please contact
the RACGP NSW&ACT events
department on 02 9886 4703 or email
nswact.events@racgp.org.au

Medical receptionists are the face of general practices. They are the first point of contact for patients, handle sensitive information and juggle many tasks.

Working with doctors comes with great responsibility. How the support team performs has a huge impact on patient satisfaction, practice credibility and keeping patients and the team safe from adverse outcomes.

Enrol in this 2-day course to refresh your skills or learn the new rules and expectations.

Workshop learning:

- The importance of the reception role in the practice patient relationship: communication; professionalism; responsibilities
- The fundamentals for support staff: privacy, risk identification and improvement, data quality
- The receptionists' role in critical systems: recalls, reminders; appointment booking, triage; telephone messages; patient identification; guardianship and child consent; billing: the practice process, dealing with Medicare and using item numbers
- Managing multiple doctors and handle difficult and physically aggressive patients
- Undertaking risk management activities and being aware of legal issues
- Current e-health developments
- CPR in an emergency situations

Presenters:

- Ms Angela Mason-Lynch – PracticeHub by Avant
- Dr Nathan Pinskier – Past chair of the RACGP Expert Committee for eHealth & Practice Systems
- Mrs Deborah Jackson – MDA National

* Program and presenters selection may be subject to changes



To reduce our eco-footprint, we're now
offering more opportunities to register online.



Medical receptionist course RACGP NSW&ACT

Thursday and Friday 20-21 February 2020 in Coffs Harbour
 Thursday and Friday 7-8 May 2020 in Sydney
 Thursday and Friday 3-4 September 2020 in Wagga Wagga
 Thursday and Friday 12-13 November 2020 in Sydney

Please print letters clearly. Use black or blue pen.
 Place in all applicable boxes.

Section A: Registrant(s) information

1. Title First name Surname

2. Title First name Surname

3. Title First name Surname

Organisation RACGP no.

Address Postcode

Contact telephone Fax Email

Special requirements (i.e. dietary, physical etc.)

Section B: Course selection and fee

Staff of RACGP members Early bird – up to 2 weeks prior to the course: \$345
 Regular rate: \$385

Staff of non-members

Early bird – up to 2 weeks prior to the course: \$405
 Regular rate: \$445

If three or more from one practice, 3rd and subsequent participants: \$180

Please indicate who will be paying for the course: company participant

Section C: Declaration

By signing and returning this registration form to the RACGP, I the delegate make the following declarations:

I have read, understood and accept the RACGP Delegate Conditions and Cancellation Policy which can be found at www.racgp.org.au/usage/delegate-conditions (or provided on request).

I have read, understood and accept the RACGP Privacy Statement which can be found at www.racgp.org.au/usage/delegate-conditions (or provided on request) and consent to my personal information being dealt with to administer this event.

Signature of delegate

Date

How to lodge your application

Complete and return this form and an invoice will be issued for payment

- RACGP NSW&ACT
PO Box 534, North Sydney NSW 2060
- Fax 02 9886 4790
- nswact.events@racgp.org.au

For more information call **02 9886 4703** or **email**.

You must contact the RACGP NSW&ACT office if you have not received your confirmation email within 5 working days of submitting your registration. The RACGP accepts no responsibility for assumed registrations that have not been confirmed in writing by the RACGP NSW&ACT office.