

# Medical receptionist course

**RACGP NSW&ACT**



## 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](mailto: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 Pinski – 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



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**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](http://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](http://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](mailto: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.