



Date

Thursday and Friday:

12–13 May 2022 – Canberra
Rydges Canberra

15–16 September 2022 – Sydney
Holiday Inn Airport, Mascot

24–25 November 2022 – North Coast
Opal Cove Resort, Coffs Harbour

Time

Thursday 9.00 am – 4.30 pm

Friday 9.00 am – 4.15 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,
- Managing multiple doctors and handle difficult and physically aggressive patients
- What does working vicariously for a medical practitioner really mean. Exploring the legal responsibilities of the admin team
- Deep dive into what went wrong at admin level
- Common Medicare mistakes and misperceptions at the front desk
- Current e-health developments

Presenters:

- Kylie Gibson – Practice Manager
- Ms Angela Mason-Lynch – Risk Advisor Avant
- Dr Nathan Pinskiier – Past chair of the RACGP Expert Committee for eHealth & Practice Systems
- Local presenter

Medical receptionist course
RACGP NSW&ACT

Dates for 2022 courses:

Thursday and Friday 12-13 May 2022 in Canberra

Thursday and Friday 15-16 September 2022 in Sydney

Thursday and Friday 24-25 November 2022 in Coffs Harbour

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.