



Course Information Brochure

Medical Reception Training Programme



NATIONALLY RECOGNISED
TRAINING



Indigo Medical & Dental Training Pty Ltd
Level 2, Gordon Executive Centre,
802 Pacific Highway, Gordon NSW 2072
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Training Provider

Indigo Medical & Dental Training Pty Ltd is a National Registered Training Organisation that provides accredited and non accredited training courses and qualifications for the medical and dental profession Australia-wide. Our Training Administration Head Office is located at Bundall, QLD, but we also have offices located in Sydney and Melbourne.

Our Training Assessors have extensive experience working within the medical industry and management positions, possess Certificate IV in Workplace Training & Assessment TAA, and have conducted group workshops/training in Medical Reception and Medical Terminology in NSW, QLD & VIC.

Training Provider Relevant Contacts

Please contact our Sydney office for all enquiries relating to receiving an enrolment pack, enrolling in the Medical Reception Training programme and course unit material.

Training Administration Office - Sydney

Bernadette Beach
Director

Glenys Stabback
National Training Manager

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Level 2, Suite 1A, Gordon Executive Centre
802 Pacific Highway, Gordon NSW 2072
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Queensland Office

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Melbourne Office

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Our Training Assessors

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Glenys Stabback – NSW, QLD, VIC
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Course Outline

IMDT Medical Reception Training Program is an accredited 4 day comprehensive course designed to give participants a 'real' understanding of the medical profession, the processes and procedures, and the duties and responsibilities involved when working as a Medical Receptionist in General Practice, Hospital, Private Specialist, and Allied Health practices.

This course teaches participants the importance of providing excellent customer service and care towards doctors, fellow colleagues and patients.

The healthcare industry is one of the fastest growing and stable employment industries, which places a need and high demand for Medical Reception staff. A Medical Receptionist is an integral member with the medical environment and is a very rewarding and fulfilling career offering many career opportunities.

Included in the Medical Reception Training programme is:

- Medical Reception (manual)
- Medical Terminology (manual and medical dictionary)
- Pracsoft (Medical software) (manual and demo disk)
- CPR accreditation

This course is targeted to:

- Individuals seeking employment as a Medical Receptionist or Medical Secretary
- Individuals with a nursing career wishing to move into a surgery environment, with a view of seeking work as a 'Medical Practice Nurse'
- Employers of medical surgeries and centres wishing to provide employees with training for staff improvements
- Individuals working in a role as an AIN wishing to seek employment in a surgery
- Individuals working in the medical industry wishing to change direction into surgery environment
- Individuals working in the medical reception role wishing to update their knowledge
- Individuals currently employed as a Medical Receptionist/Secretary and wishing to increase their knowledge and skills for their job role

Course Units (Units of Competency)

The Medical Reception Training programme is an accredited training programme. Upon successful completion of post course assessments, you will be issued with the following Statement of Attainments:

BSBCMM201A	Communicate in the workplace
BSBMED305B	Prepare and process medical accounts
BSBMED301B	Interpret and apply medical terminology appropriately

These Statements of Attainment form partial completion of the requirements for BSB20107 Certificate II in Business and BSB31107 Certificate III in Business Administration (Medical).

Course Entry Requirements

- Sound language, literacy and numeracy skills
- Minimum Year 10 School Certificate equivalent

Course Duration and Course Delivery

The Medical Reception Training programme is conducted via group workshop over a 4 day consecutive period or can be conducted via flexible (distance) learning at any time.

If you choose to undertake the Medical Reception Training programme via flexible (distance) learning, you will receive the following course material:-

- Medical Reception (training manual)
- Medical Terminology (manual, medical dictionary and audio disk)
- Pracsoft (manual and demo disk)
- CPR accreditation is not included in the flexible (distance) learning programme

Throughout the flexible (distance) learning, the Student has ongoing access and support to a Training Assessor at all times to provide guidance and assistance in answering any queries in relation to the course content and assessments.

Course Fee

The Medical Reception Training Programme course fee is \$600 to attend a group workshop.

The Medical Reception Training Programme flexible (distance) learning course fee is \$550.

Description of Course

Day 1 & Day 2 – MEDICAL RECEPTION

COMMUNICATION SKILLS

- Front desk reception
- Telephone skills
- Prioritising patient emergencies/urgencies
- Scheduling patient appointments
- Cancel and re-schedule appointments

REFERRALS TO SPECIALISTS and PATIENT TESTS/INVESTIGATIONS

- Patient referrals to Medical Specialists
- Requests for investigations and tests for patients

FILING SYSTEMS

- Filing systems examples
- How to operate a filing system
- Filing of patients' reports and results in the various filing systems

PATIENT BILLING

- Doctors' Provider numbers
- Manual methods of Medicare bulk-billing
- HIC on-line methods of Medicare bulk-billing
- Manual methods of Veterans Affairs billing
- HIC on-line Veterans' Affairs billing
- Private patient billing and receipting (including HICAPs)

OCCUPATIONAL HEALTH and SAFETY

- Worksafe practices and injury management
- Infection control in the healthcare setting
- Use of correct Personal Protective Equipment (PPE)
- Care of surgical instruments and medical equipment
- Instrument Sterilization processes and the documentation of these
- Basic first aid in emergencies

ACCREDITED CPR TRAINING

Day 3 - INTRODUCTION TO PRACSOFT

- Patient database management
- Patient data entry
- Scheduling patient appointments
- Changing/deleting appointments
- Using the 'Wait Room' screen
- Private patient billing
- Private patient receipting
- Medicare bulk-billing
- Overview of batching
- Veterans' Affairs billing
- Overview of banking
- 'Shortcut' functions

Day 4 – MEDICAL TERMINOLOGY

- Introduction and origins of medical terms
- Learn medical word roots, combining vowels, combining forms
- Create medical terms from word roots
- Discover common medical terms used and their generic equivalents
- Learn medical word roots for colours, numerical and directional and positional terms
- Pharmacology
- Discover medical emergencies and the associated medical terms
- Learn human body systems and associated terminology
 - Musculoskeletal
 - Respiratory
 - Cardiovascular
 - Lymphatic
 - Nervous
 - Gastrointestinal
 - Urinary
 - Male reproductive
 - Female reproductive
 - Obstetrics
 - Sensory – skin, eye and ear

PAYMENT OF COURSE FEES

The course fee is:

Medical Reception Training Programme via group workshop	\$600
Medical Reception Training Programme via flexible (distance) learning	\$550

Payment of course fees must be paid prior to commencement of training.

Course fees received by Indigo Medical & Dental Training Pty Ltd are not accessed and are maintained in an account until the Student commences the course. Refunds are available to Students in accordance with government guidelines and fair and proper standards.



*Helping You on Your Journey to Become
a Qualified Medical Receptionist*

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