



RTO CODE: 51695

Medical Reception Course

Medical Receptionist Course Overview

COURSE DELIVERY

Classroom (Willetton – Girrawheen – Mandurah), or Correspondence

COURSE DURATION

Short Course - 1 day per week over 4 weeks (All locations)

Intensive Course - 5 days over 1 weeks (Willetton only)

QUALIFICATION TITLE

Partial completion of BSB31115 Certificate III in Business Administration (Medical)

This course includes 5 units from the qualification as outlined in this information package

(Please call if you require clarification)

Our **Medical Receptionist Course** has been developed through a collaboration of experienced industry professionals as well as the industry consultations to deliver the most thorough and in-depth Medical Receptionist training in Australia.

Our qualified trainers (Liz, Mel, Bianca, Lisa) are highly experienced in Medical Reception, and Practice Management, giving you every opportunity to become the best, by learning from the best.

This course gives you a complete understanding of the procedures, policies and terminology needed to work in the medical industry. Included in the course is comprehensive training in the computerised medical accounting package, PracSoft (optional training in Genie also available), all aimed to transform you into a well-rounded medical professional that will be a valuable asset to any employer.

Subjects

Our **medical receptionist course** consists of 5 units of competency, all of which must be completed in order to obtain your certificate.

BSBMED301 - Interpret and apply medical terminology appropriately

Basic and Advanced Medical Terminology

Major Systems of the Human Body

Medical Specialties (Area of Medicine/Type of Doctor)

Medical Abbreviations and Symbols

Medical / Diagnostic Procedures

Medical Notes

Spelling and Pronunciation of Medical Words



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BSBMED302 - Prepare and process medical accounts

Fee structures
Medicare (Bulk Billing)
Veteran's Affairs
Private Health Insurance (Private Billing)
Referrals
Workers Compensation
Appointments
Billing
Processing Accounts
Financial Records

PRACSOFT Training – This unit incorporates extensive hands on computer training. You will learn how to add and edit patients, make appointments in all formats and billing in all formats. Each student is allocated their own computer for the duration of training and our experienced trainers can assist each student become confident with the program.

BSBMED303 - Maintain patient records

Medical Records
Patient record keeping systems
National Privacy Principals
Ensuring currency of records
Creation of new patient records
Transfer of patient records
Archiving
Filing

BSBMED304 - Assist in controlling stocks and supplies

Understanding the stock control process in the Medical Environment
Monitoring of stock levels
Ordering stock
Storage of stock according to legislation
Rotation of stock
Stock requiring specialized storage
Stocktaking
Assisting in disposal of out of date stock

BSBMED305 - Apply the principals of privacy, confidentiality and security within the medical environment

Work within accepted codes of conduct
Follow confidentiality, privacy and security procedures
Privacy Principals
Information disclosure
Documentation retention



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Delivery

IN CLASS:

We offer the Medical Receptionist Course in class, in two different delivery modes so that you can choose how you learn:

Short Course

Short Course duration is 1 day per week (Day depends upon the location you choose) over 4 weeks from 9.30am – 4.30pm. MediTrain ensure to incorporate Hands on Computer training enabling you to become confident and competent using Medical Software as well as learning all the theoretical requirements to work as a Medical Receptionist.

Intensive Course

Intensive Course duration is 5 days over one week

Week 1: Monday, Tuesday, Wednesday, Thursday, Friday 9.30am—3.00pm

Upon commencement of training, students will be provided with a Program of Work that will outline their session plan.

CORRESPONDENCE:

We also offer the Medical Reception course via Correspondence or Flexible Self Paced Learning.

This allows you to complete the training in the comfort of your own home in your own time. Students have between 6 - 12 months to complete training, depending on the qualification undertaken (Partial Completion of Certificate III Business Medical Administration or the full qualification.)

Students studying via correspondence will have contact with a qualified trainer 7 days a week via email and phone, so you get all the help you want or need when you need it

Course Fees – \$695

(If you are a concession card holder, please ask for a copy of the Funding Letter which outlines all funding options)

MediTrain course fees are all inclusive. Your fee covers all in class facilitated training, all books and learner manuals, use of Oxford Nurses Medical Dictionary and Hands on Computer Training on PracSoft.

MediTrain ensure to have an all-inclusive fee so that you are not required to make any further payments once enrolled.

- A minimum deposit of \$200 is required upon enrollment.
- All course fees are due at least 7 days prior to course commencement.
- No refunds will be given on any amounts paid

In event of cancellation of course enrollment within 7 days prior to course commencement, the student will be liable for any outstanding course fees.

Includes: All course materials, learner guides and assessments, Use of Oxford Nurses Medical Dictionary, Comprehensive computerized accounting training (PracSoft), Further training pathway available

Nationally Recognized Qualification Attained: ☐ Statement of Attainment for partial completion of Certificate III in Business Administration (Medical Administration) BSB31115



Medical Reception Course

Workplace Opportunities

HOSPITAL Employment in a hospital environment can range from Ward Clerk, Medical Records, Medical Secretary or Administration Assistant.

GENERAL PRACTICE Employment in a General Practice is very common and can involve roles such as Medical Receptionist, Medical Typist, Medical Secretary or Practice Manager

SPECIALIST ROOMS Employment in Specialist rooms is also very common and can involve roles such as Medical Receptionist, Medical Typist, Medical Secretary or Hospital Liaison.

DENTAL PRACTICE Our students also enjoy working in Dental Practices in roles including Dental Receptionist or Practice Management.

RADIOLOGY Administration roles in a radiology clinic involve general administration tasks such as booking appointments and specialized tasks such as providing test information to patients such as fasting and retention information.

PATHOLOGY LAB On top of general administration duties, a Pathology Lab Assistant will accept specimens for testing, label specimens appropriately and advise patients of pre-test requirements.

PHYSIOTHERAPY On top of general administration duties, a Physiotherapy Receptionist will discuss areas of injury, possible appointment times based on severity of injury, liaise with private insurers to advise patients on out of pocket expenses and advise patients of products available for sale to assist with their conditions

The options are varied and due to this there are always ample opportunities within the Medical Environment.

Locations

WILLETTON (Head Office) Unit 2 / 29-33 Gympie Way Willetton, WA 6155

MANDURAH Small Business Centre Peel - 59 Reserve Drive Mandurah WA 6210

GIRRAWHEEN (Girrawheen Hub) - 11 Patrick Court, Girrawheen WA 6064

READY TO START.....COMPLETE THE ATTACHED REGISTRATION FORM AND EMAIL BACK, GO ONLINE WITH OUR EASY REGISTRATION SYSTEM OR CONTACT US ON 1300 883 945 SO WE MAY ASSIST YOU EITHER OVER THE PHONE OR IN PERSON AT OUR HEAD OFFICE IN WILLETTON. (PLEASE NOTE—OFFICE OPEN BY APPOINTMENT ONLY)