Medical Reception

About this course

This Medical Reception course addresses the administrative and customer service skills required to work in a medical environment. This includes reception in a general practice, hospital or care facility.

Entry Requirements

All students must:

- Be a minimum of 17 years of age;
- Be an Australian or New Zealand citizen;
- Not be attending school;
- Be able to read, understand and interpret written information
- A reasonable degree of physical fitness is required, as CPR must be performed continuously, for a minimum of 2 minutes, on both adult and child manikins.

What you will learn

- Telephone techniques suitable for a medical setting
- Emergency procedures
- Medical records
- Non-clinical triage
- Appointment making using Best Practice Software
- Patient billing using Best Practice Software CPR which is a requirement for practices registered with the Royal Australian College of General Practitioners (RACGP)
- HLTAID009 Provision of Cardiopulmonary Resuscitation (CPR)

Delivery and Duration

This course is delivered 2 days per week for 2 weeks from our Rosebud and Hastings Campuses. Sessions run Tuesday and Thursday from 9:30am to 3:00pm.

Assessment

The Medical Reception course is not formally assessed. Students undertake learning activities and class discussions. On successful completion students are issued with a Certificate of Participation.

HLTAID009 Provision of Cardiopulmonary Resuscitation (CPR) is formally assessed by written questions and demonstration of skills. On successful completion, students are issued with a Statement of Attainment (CPR only)

Course Fees and Enrolment

Government subsidised concession fee: $14.40*
Government subsidised tuition fee: $72.00*
Fee for Service: $495.00
This course is subsidised by the Victorian Government through Adult, Community and Further Education (ACFE). Eligibility criteria applies.

For more information on enrolment please visit our website **advance.vic.edu.au** *or,*

Send an email to **learn@advance.vic.edu.au**

Locations

Advance Community College (RTO 4016)

6 Henry Wilson Drive, Rosebud | P: **5986 4623**
1973 Frankston Flinders Road, Hastings | P: **5979 1398**