



## Medical Reception

### About this course

This Medical Reception course covers essential skills in administration and customer service, tailored for those seeking to work in a medical setting. Students will learn specific skills required to work in a medical environment consistent with Standards of General Practice (RACGP).

### Career Opportunities

Medical reception/administration in medical centres, hospitals, aged care facilities.

### Education pathways

Ideal preparatory course for entering into a full qualification in BSB30120 Certificate III in Business (Medical Administration) or BSBSS00121 - Medical Administration Skill Set.

### What you will learn

- Telephone techniques
- Emergency procedures
- Maintaining medical records
- Non-clinical triage
- Privacy and Confidentiality
- Patient appointment scheduling and billing using Best Practice Software
- HLTAID009 Provide Cardiopulmonary Resuscitation

### Entry Requirements

- Basic understanding of how to use a computer.
- Be able to read, understand and interpret written information.
- Have a reasonable degree of physical fitness to perform CPR continuously, for a minimum of two minutes, on both adult and child manikins.

### Delivery

This course runs at Rosebud and Hastings campuses. Sessions run 1 day a week commencing at 9:30am.

### Course Dates

Rosebud: 26<sup>th</sup> November – 17<sup>th</sup> December (Tuesday)  
Hastings: 14<sup>th</sup> November – 5<sup>th</sup> December (Thursday)

### Assessment

The Medical Reception course is not formally assessed. On successful completion students are issued with a Certificate of Participation.

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

### Fees

- Government subsidised concession tuition fee: \$5.00\*
- Government subsidised tuition fee: \$26.00\*

\*This course is subsidised by the Victorian Government through Adult, Community and Further Education (ACFE). Eligibility criteria apply. Fees are subject to change given individual circumstances at enrolment.

### Locations

- 6 Henry Wilson Dr Rosebud
- 1973 Frankston Flinders Rd Hastings

For more information and to enrol,  
please visit our website [advance.vic.edu.au](http://advance.vic.edu.au) or send an email to [learn@advance.vic.edu.au](mailto:learn@advance.vic.edu.au)

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