



DALMOR

MEDICAL ADMINISTRATION
TRAINING INSTITUTE

COURSE OVERVIEW | FRONT DESK ADMINISTRATION

The Medical Receptionist

- ≡ Student Resources
- ≡ Introduction

Module 1. Customer Service

Module 2. Communication

- ≡ Types of Communication
- ≡ Assertive Communication
- ≡ Listening Skills
- ≡ How to Handle Rude or Impatient Callers
- ≡ Dealing with Difficult Patients in the Practice

Module 3. Office Administration

- ≡ Appointment Scheduling and Diary Management
- ≡ Telephone Etiquette
- ≡ Voicemail Etiquette
- ≡ Email Etiquette
- ≡ Assisting the Accounts Department

- Assignment 1

Module 4. Patient Notes and Records

- ≡ Medical Records
- ≡ Ownership and Transfer of Records
- ≡ Consent
- ≡ PAIA Act – Requests for Access
- ≡ POPI Act
- ≡ In Summary
- ≡ Social Media

Module 5. Medical Terminology

- ≡ Abbreviations

Module 6. Legal and Professional Responsibilities

- ≡ National Health Act
- ≡ Occupational Health and Safety Act
- ≡ Patients Constitutional Rights
- ≡ HIV – Disclosure to a Sexual Partner
- ≡ Workman’s Compensation
- ≡ Road Accident Fund

- Assignment 2



Module 7. Basic Conditions of Employment

- ≡ Integration into a Medical Practice

Module 8. Running a Practice during the Pandemic

- ≡ COVID-19 Education
- ≡ Office Preparedness
 - Assignment 3