



# DALMOR

MEDICAL ADMINISTRATION  
TRAINING INSTITUTE

## COURSE OVERVIEW | MEDICAL RECEPTIONIST

### **Introduction**

- ≡ Being a Medical Receptionist
- ≡ Student Resources

### **Module 1. Customer Service**

### **Module 2. Communication**

- ≡ Types of Communication
- ≡ Assertive Communication

### **Module 3. Listening Skills**

- ≡ Telephone Etiquette
- ≡ Helpful reminders on How to Improve your Listening Skills
- ≡ Voicemail Etiquette
- ≡ Email Etiquette
  - Assignment 1

## **Module 4. Dealing with Difficult Patients in a Practice**

- ≡ What to do when Confronted by Difficult Patients
- ≡ How to Handle Rude or Impatient Callers

## **Module 5. How to Start and End Your Day**

- ≡ How to Start Your Day
- ≡ How to End your Day

## **Module 6. Patient Notes and Records**

- ≡ Medical Records
- ≡ Ownership and Transfer of Records
- ≡ Consent
- ≡ PAIA Act – Requests for Access
- ≡ POPI Act
- ≡ In Summary
- ≡ Social Media
  - Assignment 2

## **Module 7. Office Administration**

- ≡ Maintaining a Diary
- ≡ Special Circumstances
- ≡ How the Receptionist can Assist the Accounts Department

## **Module 8. Basic Conditions of Employment**

- ≡ Notice Periods

- ≡ What is a Written Particular of Employment
- ≡ Leave
- ≡ Disciplinary Procedures

## **Module 9. Maintaining Hygiene in a Medical Practice**

- ≡ Office Preparedness
  - Assignment 3