



2 March 2017

Customer Service

For practice staff

Customer Service in the medical setting has a unique set of challenges specific to healthcare and patient satisfaction. Among these challenges are such issues as patient privacy, an extremely demanding environment and management of people in crisis. Quality customer service is the cornerstone for all businesses and creates positive experiences for patients of your practice. In this session we will explore the roles and responsibilities of practice staff involved in customer service.

Presenter

Presented by: Eastern Melbourne PHN GP
Engagement Officer

Learning outcomes

- Describe the varied tasks the receptionist undertakes in general practice
- Explain the role the receptionist plays in an infection prevention and control program
- Outline strategies to facilitate effective communication in the practice
- Apply the principles of confidentiality in relation to the management of health information

Event Details

Date: Thursday, 2 March 2017

Venue: Online

Time: 12.30pm to 1.15pm

RSVP: Wednesday, 1 March

Registration

All registrations must be received by Wednesday 1 March.

[Click here](http://www.emphn.org.au/events) to register or visit our website at www.emphn.org.au/events

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