

Practice Managers Education Day

Wednesday 14 November 2018 - Whitehorse Centre, Nunawading

Tuesday 20 November 2018 – Uni Hill Conference Centre, Bundoora

Program

Time	Activity	Presented by
8:30am	Arrival & registration	
9:00am	Welcome and introduction	EMPHN staff
9:05am	Team Building Learn how to manage and develop staff who can perform and adapt in an evolving environment	David Strangward - Australian Health Industry Group
10:35am	Morning tea and networking	
11:00am	Understanding the Health Records Act <ul style="list-style-type: none"> • Key elements of the Health Records Act 2001 (Vic) • Rights of access • Privacy principles • Goals of the Health Records Act • Information covered by the Act • Definition of 'Health Service' • Exemptions from the Act 	Manny Greenwood, Felicity Lathrop & Susan Joseph - Health Complaints Commissioner
12:30pm	Lunch and networking	
1:15pm	Risky business or keeping up with the times? SMS and emailing patients <ul style="list-style-type: none"> • Potential benefits and risks • Privacy issues • Strategies to reduce risks 	Martin Botros- Avant
2:00pm	Medicare Compliance <ul style="list-style-type: none"> • Signing of bulk-billing vouchers versus EziClaim • Billing consumables and procedures • Questions and Answers 	Riwka Hagen - Medical Business Services
2:45pm	Digital Health	EMPHN Digital Health
3:15pm	Evaluations and close	EMPHN staff