



25 March 2020

The general practice receptionist in 2020

For practice administration staff

Receptionists are the face of general practice and play an important role in improving the patient journey. As the first point of contact for patients, this complex role can be challenging. This event aims to provide reception staff with an overview of the many facets of their valuable role and discuss the important part they play in the general practice team.

Presented by

Julie Allardice, Practice Facilitator, EMPHN

Koula Totsidis, Practice Facilitator, EMPHN

Rachel Pritchard, Mental Health & AOD Manager, EMPHN

Topics

- customer service
- dealing with difficult patients
- effective communication
- confidentiality
- triage
- accreditation
- infection prevention and control
- data collection.

Limited places

Open to administration staff working in general practices within the EMPHN catchment.

Maximum two staff per practice.

Event Details

Date: Wednesday 25 March 2020

Venue: Whitehorse Centre
Waratah Room
397 Whitehorse Road
Nunawading

Time: 6.00pm registration and light supper
6.30 - 8.30pm session

Parking: free parking available at the venue

[REGISTER NOW](#)

Enquiries: Josie Terron 9046 0300 or

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