



17 October, 2017

The receptionist's role

For Practice Staff

This webinar aims to give reception staff in general practice an overview of the many facets of their role. It will cover customer service, accreditation, triage, infection prevention and control, confidentiality, occupational health and safety, and effective communication.

Presenter

Koula Totsidis

Learning outcomes

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

Event Details

Date: Tuesday, 17 October, 2017

Venue: Webinar

Time: 12.30pm - 1.15pm

RSVP: Monday 16 October, 2017

[Register now](#)

Webinars are limited to 100 participants

Registrations

All registrations must be received by Monday 16 October, 2017.

Click on the 'Register now' button above to register or visit our website www.emphn.org.au/events

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