**Pracsoft Medical Computing Workshop**

**Introduction to Pracsoft Software – 3 hour tutorial**

On the 5th week of your studies, students are invited to attend the Wesley Computing ‘Prac’ Session to complete your studies in Medical Accounts. This session is very hands-on and practical with a terminal per student and led by an industry leader.

**Attractive to prospective employers**

Employers look favourably on students who have taken the time to train in the use of popular practice software. The concepts and skills Wesley train are also easily transferable to other popular software programmes that the receptionist may encounter.

**Learning Outcomes**

At the completion of this course, participants will be equipment with the knowledge to enable them to implement their learned skills, in the basic operating functions of Pracsoft. Skills are fully transferable to other medical software programmes.

**Subjects covered**

* **Introduction to Medical Computing**
* Billing Fee Scale review
* Patient data entry
* Scheduling patient appointments
* Changing/deleting appointments
* Using the ‘waitroom’
* Private patient billing – invoicing and receipting
* Banking
* Bulk billing
* DVA

**What you receive**

* Course manual
* 1:1 use of a computer terminal
* Nationally Accredited Trainer
* Access to student forum
* Unit of Competency and Certificate of Completion on completion

**Wesley Elective – Medical Triage for Non-Clinical Staff Workshop $169.00**

Wesley students are invited to attend an addition Workshop as an elective. Please note: Certificate III students have this workshop included in their Qualification studies.

**Learning Outcomes**

Medical Triage and Customer Service for Medical Administrators is a newly developed Workshop addressing the industry recognised need for training in Front Desk Triage and advanced patient service skills for the Australian Medical Office. The programme also supports the requirements for practice accreditation.

Applicants undergo a 3 hour Workshop which addresses RACGP standards 4th and 5th edition covering triage and further training for staff in areas of prioritising patient care.

This Unit can be bunded with CPR with the Australian Red Cross as an extra elective if desired.

**Subjects covered**

* **Achieving excellent in patient-centre care services**
* Building a customer service value culture
* Recognise the symptoms of heart attack and stroke and action plan accordingly
* Front Desk Triage for non-clinical staff working closely with the clinical team
* Scheduling care utilising RACGP endorsed POPGUN methodology
* Emergency Action plans
* Become a front desk super star

**Certification**

Students completing this workshop and the online assessments quality for double certification. The certification is an excellent addition to your employee portfolio.

1. **Medical Triage and Customer Service for Non-Clinical Staff Certificate of Completion and**
2. **BSBCUS301 – Deliver and monitor a service to customers**