

# Wesley Health Management

## Wesley Medical Reception and Terminology Training

2017 Practice Management Education Series

### Putting your Life Experience to Work

**National Leadership and Excellence in Medical Training, Education and Recruitment in Partnership with Australian Red Cross**

Training and Job Skills for:

**Medical Receptionist**

**Medical Secretary**

**Medical Administrator**

**Medical Terminology**

Working within the Health Professions offers candidates an **exciting, responsible and fulfilling work experience second to none.**

Vast changes and progress in technology have meant a significant leap in the professional requirements and status of Medical Health Administrators, Receptionists and Secretaries. Even so, the health profession still attracts those people with personal

attributes of **caring, patience and a desire to give 'something back' to the community.**

The role of Medical Secretary or Receptionist is one that requires particular skills, personal qualities and a high professional work ethic. We believe understanding the medical culture is just as important as good skills. Our program is designed to be user-friendly, fun and interactive.

Students complete the Wesley course **empowered, and job-ready!**

**Employment opportunities in the Medical professions are wide and varied.**

There is a skills shortage currently in the market (even through tough economic times), making employment opportunities excellent.

Graduates can immediately apply for positions in the **medical, dental, hospital, ward clerking and allied health areas, all areas of reception, administration and secretarial work.**



Australian Government  
Medicare Australia



ST JOHN OF GOD  
Subiaco Hospital



Women's and Children's Hospital  
ADELAIDE

**the children's hospital** at Westmead



The Royal  
Melbourne Hospital



Royal North  
Shore Hospital



**Patient Care, Compassion,  
Communication, and  
Perspective**



#### *Success*

To laugh often and much;  
To win the respect of intelligent people  
and the affection of children;  
To earn the appreciation of honest critics and endure the betrayal of false friends;  
To appreciate beauty;  
To find the best in others;  
To leave the world a bit better, whether  
by a healthy child, a garden patch or a redeemed social condition;  
To know even one life has breathed easier because you have lived.

This is to have succeeded.

*Ralph Waldo Emerson  
(1803 -1882)*

### Who Should Attend & Prerequisites

This program is ideal for those wanting to gain employment in private doctors' rooms (GP or Specialist); hospitals, dental surgeries or allied health clinics.



**Mature aged students are especially encouraged to attend.** The only prerequisites are a year 10 standard of English, access to a computer & the internet, and an interest in the health industry!

### Job Ready — Careers Workshop included in your Course!

Wesley MedStaff, a division of the Wesley Health Management network, is a Registered Employment Agency servicing hospital and private practice recruitment needs throughout Australia. Wesley students get jobs!

Wesley's medical training program is designed to give you the knowledge and skills to make you Job ready, to gain employment in a meaningful and exciting industry.



As part of the Wesley Medical Reception and Terminology course we also provide an the **inspirational and practical Professional Development session 'Medical Careers Workshop' together with samples of CVs, covering letters and more!**

### Wesley Program Content

**During the administration module,** we cover all aspects of running a private clinic, from billing to Medicare – to the day to day interaction with patients and doctors.

**During the terminology module,** we journey together discovering fascinating aspects of the Human Body; unraveling the secret language of terminology in an easy and interactive fashion.

Students are often amazed at how easy and **personally empowering** it is to learn the fundamental skills to understand and interpret medical terminology and how this opens up a new and exciting world of possibility, skill and knowledge to them.

### Wesley Program Outcomes and Course Fees



**A Statement of Attainment** is issued to all Wesley graduates. The Certificate is Nationally Accredited and recognised Australia wide by the medical profession. Your qualification is made up of the following units delivered over 4/5 Saturdays:

**Weeks 1-4 Medical Reception, Terminology, Accounts Theory and Careers Workshop — \$550.00**  
9.00 am—4.00 pm approx

**BSBMED301** Interpret and Apply Medical Terminology  
**BSBMED303** Maintain Patient Records  
**BSBMED305** Apply the Principles of Confidentiality Med  
**BSBWHS201** Contribute to health & safety of self & others  
**CAREERS** Workshop including Resume, CV and Job Search

**Week 5 (optional) Medical Accounts Intro to Pracsoft held in a Computer Lab—3 hour introductory session \$155.00 with complimentary Demo Software included**

**BSBMED302** Prepare and Process Medical Accounts

**\$80 OFF** A discount of \$80.00 applies if booking both components. Cost for the discount package is \$625.00

### Inclusions

- Demo Pracsoft Medical Software Week 5!
- Extensive Study Guide
- Australian Medical Receptionist and Secretaries Handbook 2014
- Medical Careers Workbook 2014
- Quality Statement of Attainment
- Recognised Australia Wide
- Free membership to online Student Forum
- Refreshments in most locations



NATIONALLY RECOGNISED  
TRAINING

### Extra Resources—2 CDS— MAVIS BEACON TYPING and THE HUMAN BODY

Two excellent educational CDs are available to our students. The Mavis Beacon Typing CD assists students increase their keyboard skills in the comfort of their own home. The Human Body CD is a 3D journey of human anatomy — a perfect tool to enhance medical terminology studies. **A discount of \$10.00 applies for the purchase of the two CDs on enrolment.**



### Course Presenters

Our presenters comprise mostly of Senior Registered Nursing Staff and Practice Managers holding special qualifications in Adult Education.

Our trainers are invariably leaders and experts in their field; who have a passion for education and training; and nurturing students learning, growth and finding job success in the medical arena.

## Wesley Course Curriculum

### Medical Reception

- ✓ Medical Reception Duties
- ✓ Patient Care and Communication
- ✓ Doctor-Secretary Relationship
- ✓ Appointment Booking
- ✓ Privacy and Confidentiality
- ✓ Medical Ethics
- ✓ Private Health Insurance
- ✓ Patient Records
- ✓ Electronic and Manual Systems
- ✓ Careers Workshop and Job Search
- ✓ Roles and Responsibilities
- ✓ Work Health and Safety

### Wesley PD Careers Workshop

#### With comprehensive Workbook and templates

- ✓ The great Medical Careers Workshop
- ✓ CV and Covering Letter Production
- ✓ Where to find those great jobs...
- ✓ Winning the Interview... **every time!**

### Medical Billing Theory & Practical

- ✓ Health Care System in Australia
- ✓ Fee Structures
- ✓ Understanding Medicare Australia
- ✓ Referrals
- ✓ Bulk Billing
- ✓ Private Accounts
- ✓ Receipts and Banking
- ✓ Motor Vehicles
- ✓ Veterans Affairs
- ✓ **Free Medical Software Demo CD**

### Medical Anatomy and Terminology

- ✓ Structure of Words
- ✓ Prefix/Root/Suffix
- ✓ Levels of Organisation
- ✓ Planes, Cavities, Directional Terms
- 8 Systems of the Body
  - Integumentary
  - Nervous
  - Endocrine
  - Cardiovascular
  - Respiratory
  - Digestive
  - Urinary
  - Reproductive
- ✓ Musculoskeletal, Lymphatic
- ✓ Eye and Ear
- ✓ Understanding Abbreviations

**“Never look down on anybody unless you’re helping them up”**

**Jesse Jackson**



### How to Book



#### Internet / Online

Online secure credit card and Paypal booking available on our website. Internet bookings will incur a 1% surcharge

[wesleyhealth.com.au](http://wesleyhealth.com.au)



#### Mail / Post

Print the enrolment form provided, complete and post to the address listed

**PO Box 1228  
Bentley DC WA  
6983**

**Fax: 08 9355 1310**



#### Phone

Call to pay in full by credit card

ACT NSW VIC :  
**1800 011 123**

QLD SA :  
**1800 001 256**

WA & Mobile:  
**08 9470 2000**

### Assessments

There are no nasty exams as part of our friendly and interactive program. However, as we are Nationally Accredited, students need to complete assessments during the course to show competence in fundamental tasks. Assessments are conducted via assignments, classroom discussion, work simulated projects and role plays — all with the friendly support of our Training Team!

### Student Services

Prior to commencing this course, please refer to the Wesley Health website, [www.wesleyhealth.com.au](http://www.wesleyhealth.com.au) under Student Services for the Student Handbook, which outlines all our services and information.



# Pracsoft Medical Computing Workshop

## Course Aspects

Computers are a reality of modern life but for many of us they are still a bit of a mystery and rather intimidating.

Medical practices are becoming increasingly computerised, using integrated practice management software, which coordinates the billing, appointment making, and clinical aspects of the practice.



## Introduction to Pracsoft Software- 3 hours

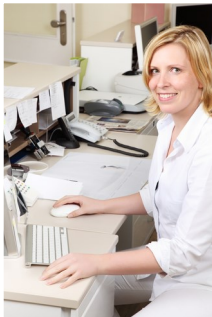
During the 4 week Medical Reception and Terminology course, students will learn the extensive theory around Medical Billing, including understanding Medicare Australia, Private Billing routines, DVA, Motor Vehicles and Bulk Billing. We also study the differences and advantages between manual and computerized systems.

**The Wesley Computing 'Prac' Session** completes your studies in Medical Accounts on Pracsoft Software in a computer lab near you. The final Prac Session is 'hands on' with a terminal for each student and **all students take home a complimentary copy of Pracsoft Demo Software to practice their new skills at home!**

**The Unit of Competency BSBMED302 is issued at the completion of this Prac Day as well as another general certificate to indicate completion of the entire Wesley program!**



## Medical Computing Training —Attractive to prospective employers



Employers look favourably on students who have taken the time to train in the use of popular practice software; and the principles taught are general so that they can be easily transferred to any package that the receptionist may encounter.

All students receive a complimentary **'take home' copy of Pracsoft Software** to practice their new skills in the comfort of their own home!

## Introduction to Pracsoft Software

### Qualification :

**BSBMED302 Prepare and process medical accounts**

### Learning Outcomes :

At the completion of this course, participants will be equipped 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 programs.

### 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
- Private Patient Billing — Receipting
- Banking
- Bulk Billing
- DVA

### What you receive

- Course Manual
- 1:1 use of Computer Terminal
- **Free Pracsoft Demo Software to take home!**
- Nationally Accredited Trainer
- Access to Student Forum
- Unit of Competency Qualification on completion



#### Internet / Online

On-line secure credit card and PayPal booking available on our website  
**wesleyhealth.com.au**



#### Mail / Post

Print the form below, complete and post to the address listed  
**Postal Address / Fax**



#### Phone

Call to pay by credit card  
ACT, NSW, VIC: **1800 011 123**  
QLD, SA: **1800 001 256**  
WA: **(08) 9470 2000**



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