



Wesley Institute of Training

Medical Reception and Terminology Short Course

✓ **JOB READY IN 4 WEEKS**



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The course was fantastic with a great mixture of theory, group discussions and practical delivery. The trainers were amazing and made it super fun with their relevant life stories and were always there to help when someone needed it. Their knowledge and passion for the health sector did not go unnoticed.

The information Wesley's has produced for this course was presented so well and made for easy and stress free learning. I actually still read through my booklets to this day. I was extremely fortunate that I was able to gain employment as a medical receptionist a day before I completed the course.

- Tiffany

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Course Outline

Working within the Health Professions offers candidates an exciting, responsible and fulfilling work experience second to none. Did you know, from a recent national survey, most medical receptionists list 'helping people' as the most satisfying part of their role, while 'organising the practice', comes in a close second!

Wesley's intensive short course, is designed to enable students to become 'Job Ready' to seek employment in a variety of settings including, medical administration, dental, hospital administration, ward clerk, medical secretarial and a range of allied health opportunities.

Medical Careers

Did you know, the Australian healthcare sector is the largest industry for employment opportunities and has the largest forward growth of any industry noted by employment analysts. With a growing, aging population, career opportunities are excellent with a large increase in the scale of hiring being noted around Australia.

Working within the Health industry offers the student reliable and flexible career opportunities, with solid pathways for Career Advancement and further training. The role of Medical Administrator, Receptionist or Secretary is one that requires specific training, skill sets, personal qualities and a high professional work ethic. We believe understanding the medical culture is just as important as good skills!

Wesley Institute is also a registered employment agency, and for over 20 years, we have been highly engaged with industry, with our fingers on the pulse as to career opportunities in the market. Our short course includes a comprehensive unit on Medical Careers – understanding the hidden job market – how to find the jobs and how to get them!

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

Course Content

Wesley Medical Reception and Terminology Short Course Curriculum

Skill set units from BSB31115 Certificate III Business Admin (Medical)

BSBMED301	Interpret and Apply medical terminology appropriately
BSBMED302	Prepare and process medical accounts
BSBMED303	Maintain patient records
BSBMED304	Assist in controlling stocks and supplies
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment

Wesley Short Course Content

During the administrative modules, we cover all aspects of running a private clinic, from billing to Medicare, patient services, confidentiality, patient records, accounts and all of the day to day interactions between patients and doctors. Students also have the opportunity to practice their billing skills on modern medical software.

During the terminology module, we journey together discovering fascinating aspects of the Human Body; unravelling 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.

Bonus Training offered with Wesley Institute of Training

Student discounts available for these further training opportunities

- ✓ **CPR First Aid Qualification with Australian Red Cross (HLTAID001)**
- ✓ **Medical Triage for Non-Clinical Staff and Customer Service Unit (BSBCUS301)** – Face to face workshop and online assessments – discount available for Wesley students
- ✓ **Wesley Online Training** Building a Dynamic Job Portfolio
- ✓ **Wesley Online Training** The Minute Taker's Workshop & Certificate
- ✓ **Wesley Online Training** Wesley Type-fast Online Keyboard programme and Certification to Australian Standards
- ✓ **Wesley Online Training** Women and Leadership – Owning your Strengths and Skills
- ✓ **Wesley Microsoft Online** A range of Microsoft Online Short Courses with Certificate of Completion for your Portfolio
- ✓ **Wesley's Online LMS** Pick from over 800 short skill building courses. Intense 120 minute bite sized learning opportunities with a Certificate of Completion for your Portfolio. Competitively priced and easy to complete.



NATIONALLY RECOGNISED
TRAINING

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

- ✓ Understanding the Hidden Job Market (over 80% of positions are never advertised)
- ✓ Owning your strengths and skills
- ✓ 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
- ✓ Hands on computing workshop

Medical Anatomy and Terminology

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

Medical Careers



I have employed staff from the Wesley Institute of Training previously and have found their comprehension over and above staff doing other courses. I again needed to add to our reception pool and

within hours of a phone enquiry I was sent outstanding resumes from applicants that had excelled in the Wesley course. What I have found is the applicant is motivated and willing to learn. The material Wesley teach has a real basis and exactly what we need in general practice.

I can recommend the course for anyone wanting to get a leg up on other applicants applying for positions. We look for new staff who have completed the Wesley training. Well done Wesley and thank you for the excellent staff you have sent.

Sue Rendle PM, Manly Clinic

Job ready – Careers Workshop including in your Course

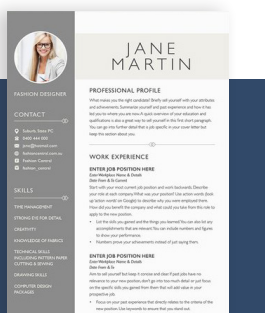
Wesley's training programme is designed to give you the knowledge and skills to make you Job Ready, to gain employment in a meaningful, growing and exciting industry.

As part of your short course, students attend the inspirational and practical Professional Development session, 'Medical Careers Workshop'. The workshop draws from Wesley's 20 years experience in Medical Recruitment, and offers students the opportunity to discover their individual strengths and skills. Wesley explain the hidden job market (did you know over 80% of jobs are never advertised?) – where the jobs are to be found – and how to win them! Wesley's workbook also includes practical suggestions and templates, to produce winning Covering Letters and CV's.

Wesley MedStaff, a Division of the Wesley Institute Network, is a Registered Employment Agency servicing hospital and private clinics across Australia. Wesley student's get Jobs!



Wesley send out any job opportunities received to students up to 2 years after our course is completed.



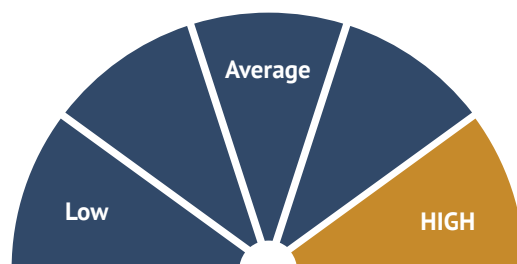
Students receive **5 FREE** downloadable CV templates from the Wesley Resume Guru!

Career Outcomes

Completing your Wesley Short Course you'll be trained to work in the following areas:

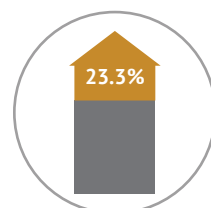
- ✓ Medical Receptionist
- ✓ Medical Secretary
- ✓ Administration Assistant
- ✓ Medical Administration
- ✓ Ward Clerk
- ✓ Dental Receptionist
- ✓ Medical Accounts Clerk
- ✓ Medical Records Administration
- ✓ Front Desk Hospital Admissions

Expected Job Openings



It is estimated between 2018 and 2022 over 320,000 new Healthcare jobs will be created - meaning significant job opportunities for Medical Administrators.
(Source: Department of Employment)

Expected Job Openings



Growth in the past 5 years



Median full time weekly earnings

Average salary \$56,202.00



Since February 2008, most job growth in Australia has been delivered into healthcare and social assistance (up 730,000 jobs)

'The Australian Business Review', May 2017



Who should attend & Pre-requisites

This programme is ideal for those wanting to gain employment in a private doctor's rooms (GP or specialist); hospitals, dental surgeries or a range of allied health clinics.

Mature aged students are especially encouraged to attend. Candidates with life experience are always in demand and mature aged students are extremely employable.

Wesley have a pre-requisite of a Year 10 Standard of English, access to a computer and the internet – and a genuine interest in the health industry!

Industry Recognised and Respected

Wesley Institute are the Australian Pioneers of Medical Administration training throughout the country. We have established respected industry connections over years of dedicated service and education and as such our Qualification is the most highly regarded and recognised in Australia.



Pathways

Wesley's short course is designed for Job Readiness into the Medical Market. Interested in pursuing your career and study journey? Enquire about Wesley's further Qualifications in Health.

Inclusions

- ✓ Australian Medical Administrator's Handbook – Over 300 pages of information and resources
- ✓ Medical Careers – 'Get that Job' – Owning your strengths and skills
- ✓ Free membership to Student's Online Mentoring Forum
- ✓ Free membership to Wesley's Certificate of Excellence Programme
- ✓ Free registration into Wesley's Job Club
- ✓ Advice on CV and Covering letter production
- ✓ Refreshments
- ✓ Extensive Study guide
- ✓ Medical Dictionary Loan
- ✓ Quality Statement of Attainment
- ✓ Recognised Australia Wide
- ✓ All supporting resources for assessments
- ✓ Student discounts on further training opportunities

Course Facilitators

Our facilitators and mentors 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. Our trainers and mentors aspire and nurture our students learning, growth and career success in a safe and fun environment.

Assessments

There are no nasty exams as part of our friendly, hands-on and interactive programme. However, as we are Nationally Accredited, students need to complete assessment during the course to show competence in fundamental tasks and knowledge. Assessments are conducted via assignment, 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 Institute Website, www.wesleytraining.edu.au under Student Services for the Student Handbook, which outlines all of our services and information.

Keep Connected!

Keep connected by joining up to Wesley Facebook and Instagram feeds! Share student stories, hear about industry job opportunities and special discounts. Students are encouraged to join the Wesley forum and fraternise with our Wesley students during their learning journey.

Pracsoft Medical Computing Workshop



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

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 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 programmes.

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 bundled 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 qualify 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



OUR PARTNERS



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