

Administration Pathway Program – Medical

Take the right path to fast track your career

Administration Pathway Program – Medical

You're well on the road to success once you have this course under your belt. You'll become a Certified Medical Receptionist with the Certificate in Medical Reception & Terminology where you'll learn how to use Microsoft Office in managing the day-to-day running of a medical practice. You'll have the opportunity to develop the skills needed to communicate clearly and effectively in a medical environment. Then, you'll learn advanced administration skills with the Advanced Certificate in Business Administration. There's also some exciting FREE benefits that come with the course.

Start Date:	Get instant access within 1 business day.
Course Duration:	Approximately 400 hours.
Access Time:	You'll have 24/7 access to your course material for up to 18 months until you complete.
Delivery and Support:	100% online with unlimited tutor support via phone and email.
Assessments:	Multiple choice, short answer and practical assessments.
Investment:	\$2,450 + GST or only \$25 per week on an interest free payment plan.



All the Right Choices

- ✔ FREE 12-month membership to the Australian Institute of Office Professionals
- ✔ FREE bonus module on how to use MedTech using the actual software
- ✔ FREE 352-page MedTech Training Guide and access to the MedTech software.
- ✔ FREE access to the CCH Wheelers eLibrary with over 50 useful textbooks
- ✔ Become a Certified Medical Receptionist and gain advanced administration skills.
- ✔ Communicate clearly and effectively in a medical environment.
- ✔ Work with professional and experienced tutors to be able to master medical terminology and abbreviations.
- ✔ Gain a practical understanding of the most commonly used accounting software; Xero and/or MYOB.
- ✔ Gain a comprehensive understanding of Microsoft Word, Excel & Outlook.
- ✔ Grasp the principles of verbal and written communication in the business environment.
- ✔ Work in a supportive, collaborative environment with experienced tutors and other students.
- ✔ Prepare for managerial and top-tier administrative roles.
- ✔ Receive comprehensive tutor support via phone, email and chat.
- ✔ Our online course can be completed anywhere, at a time that suits your schedule.



Course Curriculum

Certificate in Medical Reception

ADMG139 Role of a Receptionist

This course will provide an introduction to the basic role and responsibilities of a receptionist, including but not limited to the main daily tasks of a receptionist, key competencies that are looked for when employing a receptionist, phone call procedure and email response procedure documents, and filing systems.

ADMG170 Medical Reception Service Skills

This course will take a look at medical reception service skills and the importance of customer (client) service, including but not limited to the role of customer service within a business and the skills needed for providing good customer service.

ADMG148 Time Management, Ethics and Professionalism

This course will take a look at the importance of time management, ethical considerations and professionalism in the workplace. It will include but not be limited to decision making categories, time management strategies, how ethics relate to the workplace and characteristics of professionalism.

ADMG171 Maintain Patient Records

This course will provide an introduction to maintaining patient records, including but not limited to correct filing procedures, the types of information that might be included in patient medical records, and the importance of ensuring accuracy and maintaining privacy.

ADMG154 Effective Business Communication

This course will provide an introduction to the processes and importance of effective business communication including but not limited to the different forms of communication, effective verbal communication skills and the 7 Cs of communication.

CITG127 Introduction to Microsoft Word

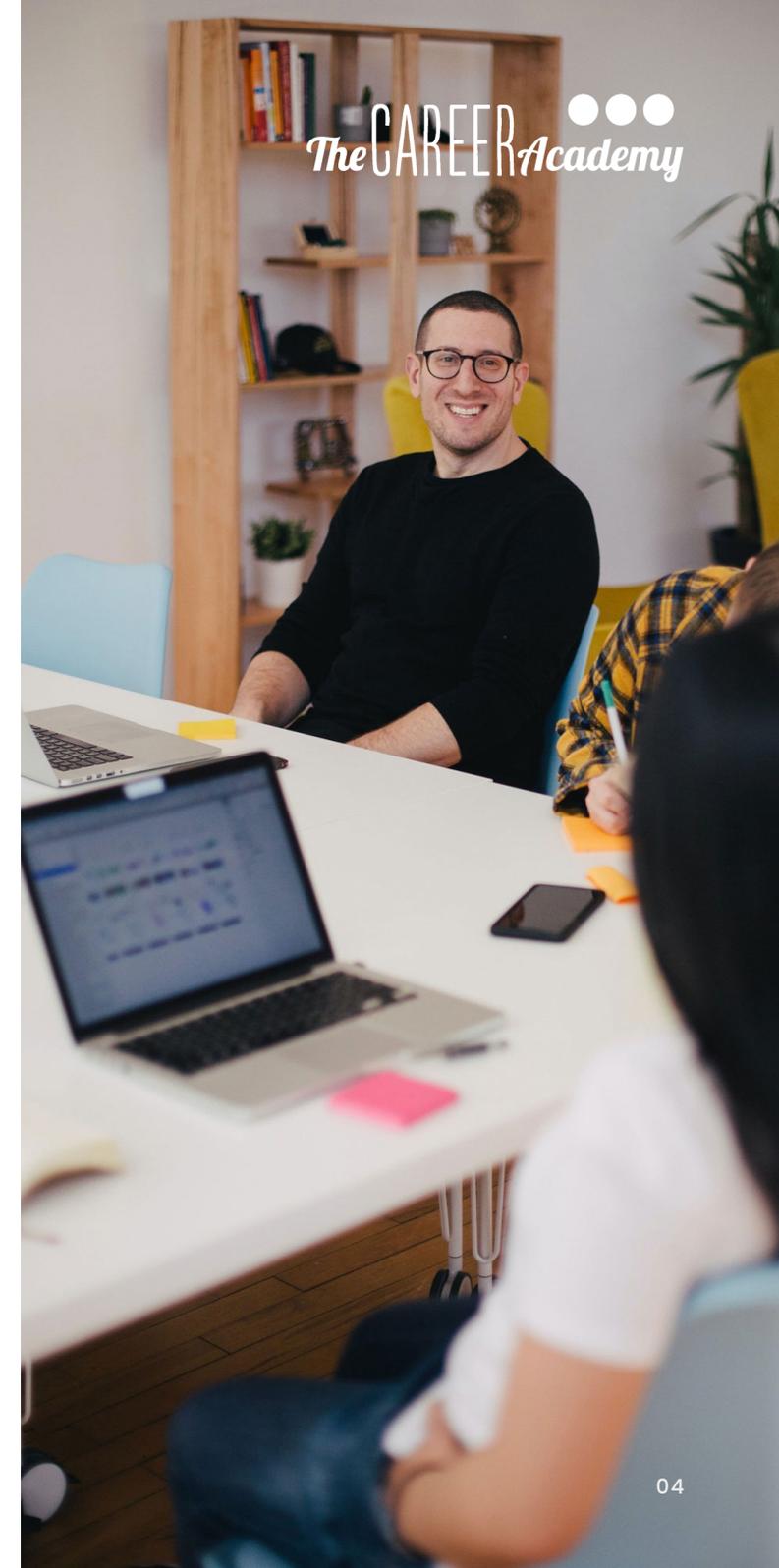
This course will provide an introduction to the basic functions and features of Microsoft Word, including but not limited to formatting features to improve the look of a short document, how to insert content into a document and how to apply document-processing techniques to manage larger documents.

ADMA153 Understanding Medicare

This course will provide an introduction to Medicare, including but not limited to the entitlements and rebates available to patients, billing policies, issuing accounts to patients and the concept of bulk billing and private accounts.

ADMA127 Workplace Health and Safety

This course will provide an overview of general health and safety requirements in the workplace, including but not limited to how to ergonomically set up a computer workstation, how to manage common workplace health and safety hazards, a look at 'Manual Handling' and myths about physical activity.



Course Curriculum

Certificate in Medical Reception

ADMA115 First Aid and Medical Emergencies

This course will provide an overview of first aid and medical emergencies and solutions to health problems, including but not limited to DRSABCD, how to ensure the safety of yourself and others at the scene of an accident, how to do chest compressions as part of CPR, the two types of diabetic emergencies, as well as how to identify signs and symptoms of seizures and serious head injuries.

ADMG107 Customer Relationship Management

This course provides an introduction to the importance of building a Customer Relationship Management (CRM) system, and factors to consider when developing an effective CRM. It will include but not be limited to the purpose and function of a CRM system and its benefits, and the potential issues that businesses may encounter when upgrading the CRM system.

ADMG109 Introduction to Medtech Evolution (optional)

This course provides an introduction to MedTech Evolution and a wide range of common tasks that Medical Receptionists are often required to perform in their day to day job. It will include but not be limited to appointments, patient register, patient manager and patient claims within Medtech Evolution, as well as task manager, scanning, accounts and appointment templates.



Course Curriculum

Certificate in Medical Terminology

ADMG141 Scope and Nature of Medical Terminology

This course provides an introduction to the nature of terminology used in medicine and allied professions, and the formation and structure of medical words. It will include but not be limited to the origins of medical terms, how to identify the word root, prefix and suffix in words and the meaning of different medical terms.

ADMG101 Anatomical Terms and Structures

This course provides an overview of the medical terminology associated with anatomy (body structure), including but not limited to information describing the position of structures in the body, how to identify some word roots, prefixes and suffixes associated with anatomical terms, and abbreviations and symbols used in medical terminology.

ADMG123 Medical Equipment and Procedures

This course will take a look at the terminology used for medical equipment and in diagnostic procedures, including but not limited to the diagnosis of infectious diseases, management of wounds and replacement of fluid.

ADMG131 Pharmacological Terminology

This course will provide an introduction to the main medications used and terms related to pharmacology, including but not limited to the word roots, prefixes and suffixes associated with pharmacological terminology, and a look at some commonly used medications and their associated terms.

ADMG124 Musculoskeletal System

This course will provide an introduction to physiological and anatomical features in the musculoskeletal system, including but not be limited to the word roots, prefixes and suffixes associated with the musculoskeletal system, how to identify major muscles in the human body, and a look at some of the disorders of the musculoskeletal system.

ADMG103 Cardiovascular, Lymphatic and Immune System

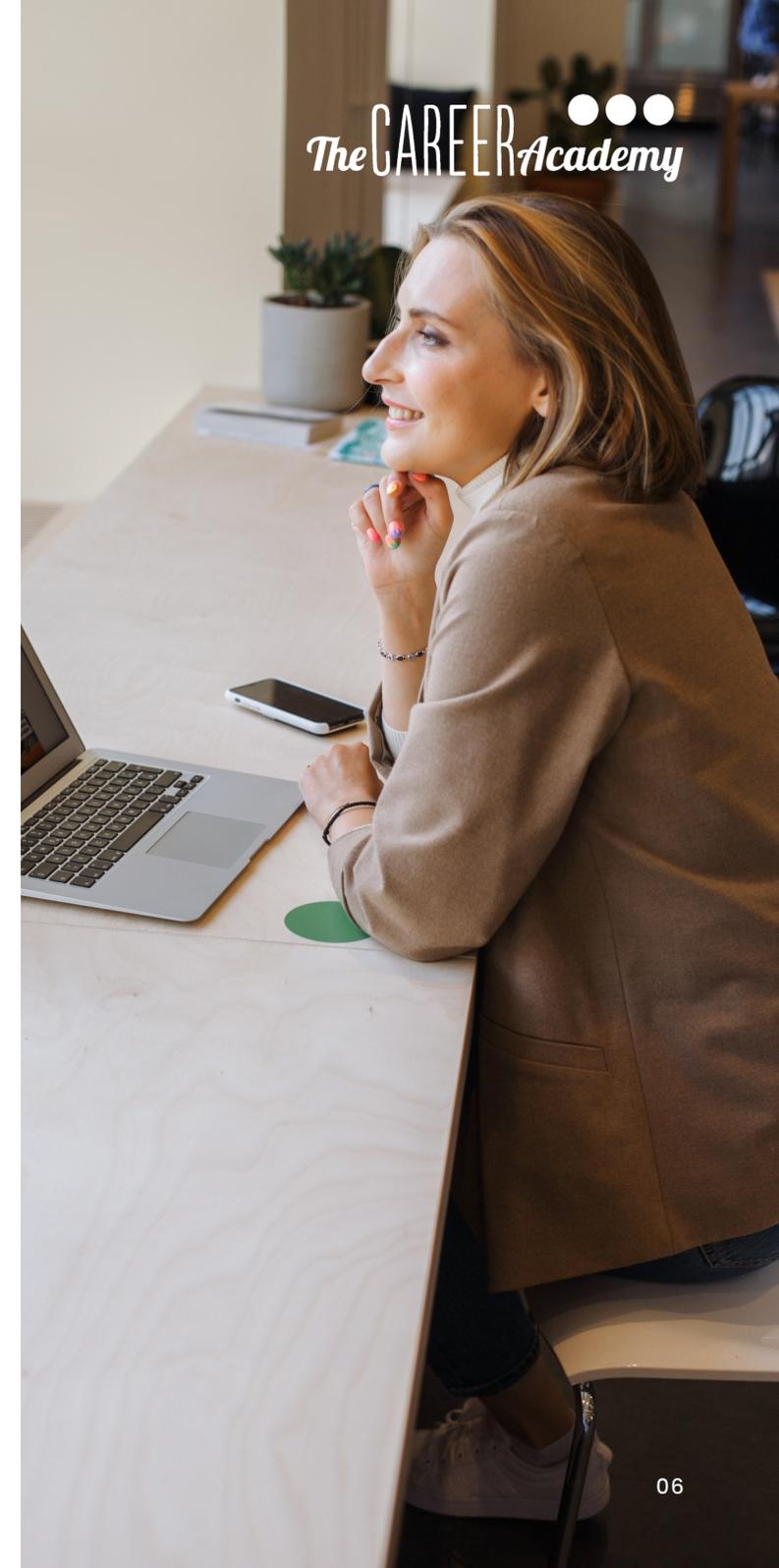
This course will provide an introduction to the physiological and anatomical features of the cardiovascular, lymphatic and immune systems, including but not limited to the associated word roots, prefixes and suffixes of the cardiovascular, lymphatic and immune systems, a look at how vaccinations work and disorders of the cardiovascular, lymphatic and immune systems.

ADMG137 Respiratory and Reproductive Systems

This course will provide an introduction to the physiological and anatomical features of the respiratory and reproductive systems, including but not limited to the associated word roots, prefixes and suffixes of the respiratory and reproductive systems, a look at how respiration and gas exchange works and disorders of the respiratory and reproductive systems.

ADMG111 Digestive and Excretory Systems

This course will provide an introduction to the physiological and anatomical features of the digestive and excretory systems, including but not limited to the associated word roots, prefixes and suffixes of the digestive and excretory systems, how to identify the anatomy and functions of the digestive and excretory systems, and a look at some of their common disorders.



Course Curriculum

Certificate in Medical Terminology

ADMG119 The Skin

This course will provide an introduction to the physiological and anatomical features of the skin, including but not limited to the associated word roots, prefixes and suffixes of the skin, a look at important diseases and terminology used to describe skin lesions, and some common disorders of the skin.

ADMG126 Nervous and Sensory Systems

This course will provide an introduction and basic overview of Xero, including but not limited to the benefits of using Xero and cloud computing, the system requirements for Xero, and how to navigate the Xero Dashboard.

ADMG158 Certificate in Medical Terminology Assessment

This course will provide an introduction to setting up the Xero Payroll module, and will include but not be limited to how to assign users with payroll administration access, how to create pay calendars, and how to create holiday groups.



Advanced Certificate in Business Administration

Business Administration

ADMG154 Effective Business Communication

This course will provide an introduction to the processes and importance of effective business communication including but not limited to the different forms of communication, effective verbal communication skills and the 7 Cs of communication.

ADMG160 Office Ergonomics & Data Entry

This course will provide an introduction to data entry, keyboard skills and office ergonomics and will include but not be limited to the key items to check when proofreading a document, the benefits of type touching, ergonomic design and the problems caused by an uncomfortable work posture.

CITG127 Introduction to Microsoft Word

This course will provide an introduction to the basic functions and features of Microsoft Word, including but not limited to formatting features to improve the look of a short document, how to insert content into a document and how to apply document-processing techniques to manage larger documents.

ADMG159 Creating Documents

This course will take a look at the different types of software used to create business documents, and will include but not be limited to the steps for effective and efficient writing, examples of business documents and their software, and the importance of style and layout of documents.

MGTG105 Communication Skills

This course will provide an overview of communication skills and the various factors that affect the ability to communicate effectively. It will include but not be limited to a look at the various kinds of non-verbal communication, the methods for improving communication skills and listening feedback techniques.

Customer Relations

ADMG164 Customer Service Strategies

This course will provide an overview of customers and what drives them, and will include but not be limited to the difference between customer needs, wants and expectations, the importance of obtaining feedback from customers and having a positive focus on customer service, and what is required to deliver excellent customer service.

ADMG107 Customer Relationship Management

This course provides an introduction to the importance of building a Customer Relationship Management (CRM) system, and factors to consider when developing an effective CRM. It will include but not be limited to the purpose and function of a CRM system and its benefits, and the potential issues that businesses may encounter when upgrading the CRM system.

ADMG108 Customer Service Skills

This course will take a look at the importance of customer service, including but not limited to the role of customer service within a business, the different types of customers, customer service skills and the



Advanced Certificate in Business Administration

Customer Relations

ADMG108 Customer Service Skills

This course will take a look at the importance of customer service, including but not limited to the role of customer service within a business, the different types of customers, customer service skills and the effects of bad customer service.

Workplace Practices

ADMG188 Organise Schedules & Meetings

This course will take a look at the importance of customer service, including but not limited to the role of customer service within a business, the different types of customers, customer service skills and the effects of bad customer service.

ADMG148 Time Management, Ethics and Professionalism

This course will provide an introduction to pay templates in Xero, and will include but not be limited to how to produce new pay templates, how to apply changes to pay templates and how to apply changes to employee earnings.

ADMA150 Understanding Key Australian Business Legislation

This course provides an overview of business legislation and its importance in dealing with customers, staff and the general public. It will include but not be limited to the importance of complying with the requirements of the relevant business legislation, the potential implications for a business that fails to comply, the duties of a company director as well as a look at the different types of company structures.

ADMA127 Workplace Health and Safety

This course will provide an overview of general health and safety requirements in the workplace, including but not limited to how to ergonomically set up a computer workstation, how to manage common workplace health and safety hazards, a look at 'Manual Handling' and myths about physical activity.

Financial Data

ABKA202 Accounting and Bookkeeping Fundamentals

This course will provide an overview of the accounting equation and the basic principles underlying the double entry system of accounting. It will include but not be limited to the function and purpose of accounting and its key concepts, a look at the principal qualitative characteristics and their effect on financial statements, and the basic and expanded accounting equation and its connection to the double-entry method of accounting.



Advanced Certificate in Business Administration

Financial Data

ABKA152 General Journal

This course will take a close look at the difference between the general journal and the general ledger, the chart of accounts, and fundamental rules in respect of when to debit or credit an account. It will include but not be limited to the definition and purpose of general journals, account categories, and how to prepare journal entries.

ABKA153 General Ledger and the Trial Balance

This course will provide an introduction to the General Ledger and the Trial Balance, and will include but not be limited to the process of posting source journals to the general ledger, how to calculate closing balances of general ledger accounts, as well as the purpose of a trial balance and how to prepare one.

ADMG114 Managing Accounts Payable, Accounts Receivable & Cash Management

This course will provide an introduction to accounts payable and receivables and the calculation of the cash conversion cycle. It will include but not be limited to the difference between cash accounting and accrual accounting, how to create journal entries and ledger entries to record a credit sale, a look at doubtful debt

ABKA103 Accounting with Xero

This course will provide an overview of how to use Xero, including but not limited to the benefits of using Xero and cloud computing, Bank Reconciliation & Managing Accounts in Xero, Xero Sales, Invoicing, Quotes & Inventory, plus Purchase & Bills.

ABKA217 Accounting with MYOB Essentials

This course will provide an overview of the MYOB Essentials accounting software package, including but not limited to banking features, managing contacts and managing invoicing and items within MYOB.

Project Management

MGTG119 Introduction to Project Management

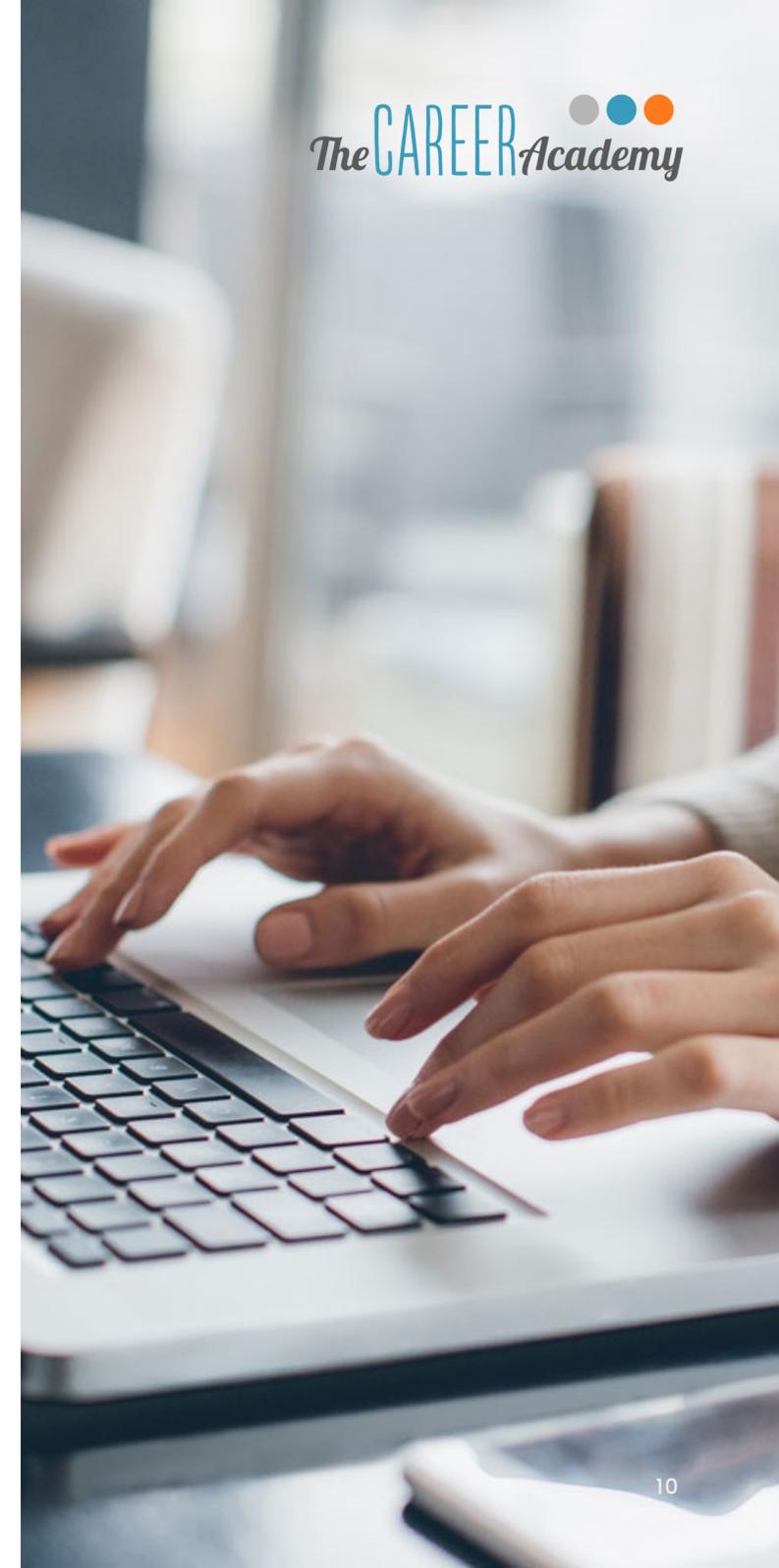
This course will provide an introduction to Project Management, including but not limited to the definition of a project, the key criteria which distinguish a project from everyday tasks/activities, reasons why projects fail and the reasons why they succeed as well as the importance of defining the scope of the project and developing a project plan.

MGTG109 Establishing Timelines and Milestones

This course will take a look at the importance of establishing timelines and milestones in project management, including but not limited to the critical path method and the Gantt charts as project management tools.

MGTG138 Project Implementation, Completion and Evaluation

This course will provide an overview of the role of implementation in project management, including but not limited to the objectives of project implementation, the steps that need to be followed, what needs to happen at the completion of the project and how to evaluate the success of the project.



Advanced Certificate in Business Administration

CITG138 Using Microsoft Excel

This course will provide an introduction to the fundamentals of Microsoft Excel, including but not limited to the key functions within the software including formulas, functions and data manipulation, how to add content to spreadsheets as well as formatting styles.



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