

Front Desk Success

How to shine on the front line



Improving the business of medicine
through education since 1983

Does your front office staff
go above and beyond
to optimize the
patient experience?



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Questions to Ask

- 1 Do they communicate with tact and discretion when greeting patients, vendors, insurance companies, and other offices?
- 2 Are they able to handle challenging personalities and situations?
- 3 Do they understand their role and how they fit into the overall workflow in the office?
- 4 Can they explain financial policies, guard PHI, and maintain security standards?
- 5 Do they display good organization and time management skills?

How often do you evaluate patient communication?

A welcoming and attentive front office can turn a difficult time for your patients and their families into a caring, positive experience. Small changes in the way your staff connects with new, established, and prospective patients can have dramatic results.

This is a foundation course covering the complete scope of operations in the medical front office. The instructor will accentuate quality of care on the front line as an important benchmark of the practice performance and success.

Class Highlights

- Enhancing the patient experience
- Communicating information with tact and discretion
- Protecting and securing PHI
- Improving accuracy, organization, and productivity
- Educating patients on practice policies
- Gathering and documenting patient information
- Scheduling appointments, preventing no-shows, cancellations, and reducing excessive wait times
- Collecting copays and verifying insurance information
- Mastering billing/collection practices
- Techniques to reduce stress

Participants will take part in group discussions to address difficult patient communication scenarios, practice workflow challenges, collection efforts, and more.

Who Should Attend

This program will benefit anyone seeking or currently employed in a front office role in a healthcare practice.

Prerequisites

This is a beginner-level course. New employees and their supervisors are encouraged to attend.

What to Bring

A course manual will be provided with helpful resources and links for use beyond the classroom. No additional materials are required.

Continuing Education

Continuing Education credits are awarded for attendance at this program. See PMI's web site for further details.

Practice Management Institute

Practice Management Institute® (PMI) has been a trusted training resource for administrative teams working in outpatient physician offices since 1983. Entry-level and skilled professionals working in medical coding, compliance, management, auditing and billing roles learn current guidelines and best practices, and earn certification in their areas of interest. Healthcare experts teach courses in both live and online formats year-round. Onsite training and consultations are available by appointment. Learn how PMI is improving the business of medicine at pmiMD.com.

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