

Medical Front Office Skills Certificate Program



Setting high performance standards in the front office will lead to more informed and satisfied patients, smoother workflow and a healthier revenue cycle.

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Reasons to Attend

- 1 Attendees will learn essential responsibilities to excel in a patient-interfacing role.
- 2 Emphasis on quality care measures, overall patient satisfaction, work flow, compliance, and the bottom line are key ingredients that make or break office success.
- 3 Class includes discussion on new health care communication and compliance challenges.
- 4 Instructor covers skills and techniques to handle difficult, stressful situations with more confidence and clarity.
- 5 A post-lecture assessment will be administered. Participants with a passing score receive a Certificate of Competency.

This program covers everything from patient satisfaction, medical ethics and etiquette to communication techniques and data collection, and privacy/security compliance.

Curriculum

- Explanation of the revenue cycle and patient data collection
- Detailed instruction on communication, organization and responsibilities of the front office
- Difference between medical ethics and medical etiquette
- Review of medical terminology
- Communication techniques and conflict resolution tactics that really work
- Techniques to ease communication with angry and abusive patients
- Customer service guidelines and proper implementation
- How to more effectively schedule walk-ins
- Charting and medical record documentation guidelines
- Insurance basics and building a good business relationship with carriers
- Importance of billing and collecting within established guidelines
- Creating a culture of safety and compliance

Who Should Attend

This class is appropriate for anyone responsible for patient communication, data collection, and scheduling.

What to Bring

A course manual will be provided that includes sample policies and forms for better front desk management. No additional reference materials are needed.

Post-Lecture Assessment

A two hour post-lecture assessment is included. Certificate of Competency is issued to those who receive a passing score.

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) teaches physicians and their staff how to properly navigate complex health care issues and secure every dollar rightfully due. PMI programs focus on solutions for coding, reimbursement, compliance and practice productivity. These training programs have been hosted in leading hospitals, medical societies and colleges across the U.S. for more than 30 years.

PMI awards certification by exam in four administrative areas:



Certified Medical **Coder** (CMC)®



Certified Medical **Insurance Specialist** (CMIS)®



Certified Medical **Office Manager** (CMOM)®



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