

# JOIN OUR 1-DAY HEALTHCARE ADMINISTRATION MASTERCLASS FOR MEDICAL-SURGICAL FRONTLINE PROFESSIONALS

## ARE YOU READY TO EXCEL IN YOUR ROLE?

Healthcare administrators are the backbone of medical-surgical clinics and private hospitals. You manage preadmission queries, documentation, patient interactions, and so much more. But are you prepared for every challenge that comes your way?

This **1-day intensive course** will arm you with the knowledge and practical skills to confidently navigate the dynamic world of healthcare administration.

### WHY ATTEND?

- Gain **practical, real-world skills** through role-playing, group work, and simulations.
- Receive a **Certificate of Participation** to showcase your expertise.
- Network with other professionals in the healthcare administration field.
- Learn from experienced facilitators who understand the challenges you face.

### WHO SHOULD ATTEND?

- Front-of-house healthcare administrators.
- Medical records and booking staff in clinics and private hospitals.
- Professionals eager to improve their patient care and operational skills.

### WHAT YOU'LL LEARN:

- 1 Health and Safety:** Proactively identify risks and respond to workplace incidents.
- 2 Document Control, Privacy, and Confidentiality:** Master the principles of secure patient record management and compliance with privacy laws.
- 3 Artificial Intelligence in Administration:** Discover how AI can enhance efficiency and improve service delivery in healthcare settings.
- 4 The Code of Rights:** Navigate patient rights and handle sensitive situations with professionalism.
- 5 Basic First Aid and CPR:** Be prepared for emergencies with hands-on training.
- 6 Cultural Safety:** Build confidence in engaging with diverse populations using tikanga Māori principles.
- 7 Customer Service Excellence:** Learn how to manage challenging interactions with empathy and poise.

### COURSE HIGHLIGHTS:

- Interactive workshops
- Privacy and confidentiality essentials
- Introduction to AI in healthcare administration
- Hands-on CPR and first aid training
- Cultural safety strategies
- Role-plays and team presentations

**SEATS ARE LIMITED—BOOK YOUR SPOT TODAY!**

### TO REGISTER:

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