



# Medical Secretary Course: Patient Registration, Scheduling and Front Desk Skills

5 – 9 July 2027

Amsterdam - Zuidas business district hotel



## Medical Secretary Course: Patient Registration, Scheduling and Front Desk Skills

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### Introduction:

Medical secretary training in patient registration, scheduling and front desk skills is a 5-day course for medical secretaries, clinic receptionists and patient registration staff that ends with a Front Desk Workflow and Script Pack for a case clinic. Clinics lose income and patient trust when files are duplicated, coverage goes unchecked, booked slots stay empty and letters, referrals or records requests are handled differently by each person at the counter. Nominees already work at a hospital or clinic front desk and practise on case documents, booking data and complaint records. CoreConcept Training Center delivers this medical secretary course.

### Course Objectives:

- Map the patient access journey and the front-desk tasks of a clinic from first contact to check-out and record a baseline of waiting and call handling
- Register patients with complete, verified demographic data, search the master patient index before opening a file and route suspected duplicate records for merging
- Verify insurance eligibility and prepare prior authorisation requests with the documents the payer needs, tracking each request to a decision
- Build appointment scheduling templates, run reminder and waiting list routines that reduce no-shows, and process referrals and medical letters in a consistent format
- Handle medical records requests, confidentiality at the counter and difficult conversations with patients and families using agreed scripts and escalation routes
- Redesign the front-desk workflow of a case clinic with service KPIs and a script pack ready for team use

### Target Audience:

- Staff responsible for registering patients, opening medical files and checking identity documents at hospital and clinic front desks
  - Staff responsible for booking, rescheduling and confirming outpatient appointments by phone, message and in person
  - Staff responsible for typing medical letters and reports, handling referrals and supporting physicians' clinic lists
  - Staff responsible for verifying insurance coverage and submitting prior authorisation requests before treatment
  - Staff responsible for answering patient and family enquiries and first-line complaints at reception
  - Front-desk team leaders responsible for daily rotas, queues and service standards in outpatient areas
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## **Course Outline:**

### **Day 1: The Patient Access Function and Front Desk Current State**

- Patient Access Journey Map from First Call to Check-Out
- Medical Secretary Role Map Across Reception, Booking and Correspondence
- Front Desk Touchpoints Where Registration Errors Begin
- Clinic Front Desk Walkthrough Checklist and Observation Log
- Waiting Time and Call Handling Baseline Sheet

### **Day 2: Registration Data Quality and Insurance Eligibility Basics**

- Master Patient Index Search Rules Before Opening Files
- Demographic Data Capture Standards and Identity Document Checks
- Duplicate Medical Record Prevention and Merge Request Routine
- Insurance Eligibility Verification Steps at Booking and Arrival
- Prior Authorisation Request Checklist and Status Tracking Log

### **Day 3: Appointment Scheduling, Referrals and Medical Correspondence**

- Appointment Scheduling Templates by Clinic Session Type
- No-Show Reduction with Reminder Calls and Text Messages
- Waiting List and Cancelled Slot Refill Procedure
- Incoming and Outgoing Referral Handling and Tracking Register
- Medical Letter and Report Formatting House Style Template

### **Day 4: Confidentiality, Difficult Situations and Clinician Coordination**

- Medical Records Release Request Verification and Logging
- Confidentiality Controls at the Counter and on the Phone
- De-Escalation Scripts for Angry Patients and Family Members
- Clinician Handover Huddle and Running-Late Notice Routine
- Health Information System Downtime Paper Registration Fallback

### **Day 5: Case Study on Front Desk Workflow Redesign for a Case Clinic**

- Case Clinic Registration, Booking and Complaint Data Review
  - Root Cause Analysis of Case Registration and Eligibility Errors
  - Revised Booking Template and Reminder Plan for the Case
  - Front Desk Service KPIs with Targets and Weekly Review
  - Front Desk Workflow Map and Script Pack Completion
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## Skills You Will Gain:

- Patient Identity Verification
- Demographic Data Accuracy
- Duplicate Record Prevention
- Insurance Eligibility Checking
- Clinic Template Scheduling
- Referral Tracking
- Medical Letter Formatting
- Patient De-Escalation

## Why Attend This Course:

- Deliver a Front Desk Workflow and Script Pack for a case clinic to the outpatient manager and the clinic's lead physician
- Decide when to open a new file, merge a suspected duplicate or hold a booking until coverage is confirmed
- Avoid rejected insurance requests, empty clinic slots and medical records released to the wrong person
- Pass on reminder scripts, registration checklists and letter templates to reception and booking colleagues

## Conclusion:

Back at work, the participant presents the Front Desk Workflow and Script Pack to the outpatient manager and the clinic's lead physician. They use it to agree the registration checklist, the session booking templates, reminder timings, the referral and letter routine and the records release steps, and to set the front-desk KPIs the team reports each week. After the first month of use, the clinic should compare duplicate file counts, no-show rates, prior authorisation turnaround, telephone waiting and complaint themes against the baseline and adjust the scripts and templates where results fall short.

## Frequently Asked Questions FAQ:

### What should participants know before a medical secretary course on patient registration and scheduling?

Participants should already work at a hospital or clinic front desk, in appointment booking or in medical secretarial support. Bringing anonymised booking templates, registration forms, letter samples or complaint examples from their own unit helps them apply the exercises to real conditions.

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## **How does a medical secretary course differ from a medical terminology or executive assistant course?**

It trains the front-desk and patient access work itself: registration, eligibility checks, booking, referrals, letters, records requests and patient conversations. Terminology courses teach medical vocabulary, while executive assistant courses cover diaries, meetings and correspondence for senior leaders.

## **Why does patient registration accuracy matter for a medical secretary?**

Every later step depends on it. A misspelt name or missing identifier can create a duplicate file, split the clinical history, delay insurance approval and send letters or results to the wrong person, so registration is the first safety control at the front desk.

## **What do participants take back from a medical secretary course on front desk skills?**

Participants take back a Front Desk Workflow and Script Pack for a case clinic: a workflow map, registration and eligibility checklists, a booking template with a reminder plan, letter templates, records release steps, conversation scripts and a front-desk KPI set with targets.

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