

Front Desk Challenges: Self-Care and Practical Tips to Support General Practice Administration and Front Desk Staff

Gippsland PHN Education Event: 01ADMINSC21-22

An invitation is extended to General Practice Administration and Front Desk staff to attend this valuable information event.

DATE

WEDNESDAY
10 November 2021

TIME

Join zoom anytime from 11.00am

11.15am Gippsland PHN Welcome
11.30am Presentation:
*Front Desk Challenges:
Practical Tips to Support General
Practice Administration and Front
Desk Staff*
12.30pm Conclusion

LOCATION

Online via Zoom

BOOKING DEADLINE

At commencement of webinar

REGISTER
HERE

After registering you will be sent a confirmation email with a link to join the presentation. Use the link and password to join for a prompt start.

WORKSHOP OUTLINE

The Front Desk & Admin teams have been placed under immense pressure over the past 18 months; and it doesn't look like getting any easier in the lead up to the end of the year. Patients are becoming increasingly frustrated as they cope with lockdowns, vaccination dilemmas and general Covid fatigue.

Furthermore, practice staff must cope with their patients, their colleagues and also their own personal well-being. This presentation aims to provide some tips on self-care to deal with your own well-being, while maintaining a professional response to those frustrated and difficult patients and situations in at the practice.

Maggie and Brett McPherson will bring their practical and professional experience to provide some tips and tricks to cope with these situations and enable you to retain your sanity, composure and performance. Just remember your brain is like a computer, *you need to update and refresh it or it's going to crash!*

OUTCOMES

- identify appropriate strategies that may be used to cope with and diffuse difficult situations and difficult patients.
- understand why you need to address your own well-being to maintain optimal performance
- understand how our capacity to communicate plays a critical role in our effectiveness as a member of the practice team
- adopt self-care strategies to prevent individual and team "burnout".

PRESENTERS

Brett & Maggie McPherson,
Consultant Managers,
Hogan McPherson Consulting

Margaret McPherson, Fellow & CPM
AAPM, Dip Pce Mgmt, Dip HR, Cert IV
Training & Assessment.

Maggie has more than 30 years of experience in Customer Service, 15 of those in the health sector, and is currently the Manager Medical Services – Huon Council. Maggie holds formal qualifications in Practice Management and Human Resource Management as well as being a qualified workplace Trainer & Assessor. Maggie was the AAPM Victorian Practice Manager of the Year in 2015.

Brett McPherson CPM, FAAPM & Life Member – AAPM, Grad Dip Business, FETC (Oxford)

Brett has more than 30 years health management experience, including 14 years managing radiology practices and 16 years managing several different general practices. He currently works with practices and organisations in various states across Australia. Brett is a previous National President of the AAPM and has been a member of government and professional advisory groups. Brett co-authored the AVANT Practice Manager Resource Tool and was awarded Life membership of AAPM in 2013

See [Gippsland PHN Events page](#) for all event information