



# Training & Events

## Communication & Privacy Essential for Administration Staff (Gippsland PHN event)

*An invitation is extended to Reception Teams, Administration Staff and other professional staff working in Gippsland Health practices!*

### Location

Online Webinar Via Zoom

### Date and Time

Tuesday  
5 December 2023  
12.45-2.00pm

[Register here](#)

Join us for this exclusive online event that will equip you with the necessary skills and knowledge to excel in your role.

By attending this event, you will:

- Gain valuable skills to deal with challenging patients and work collaboratively
- Understand risk and compliance and how it affects individuals and the practice
- Learn about the best practices regarding privacy and patient confidentiality

**Our guest speaker, Katrina Otto, is the Principal and Owner of Train IT Medical.**

Katrina has over 30 years of experience managing medical practices and accredited day surgery facilities.

She has witnessed the evolution of medical software and has trained in various health settings.

As a qualified teacher, Katrina has taught medical reception and practice management accredited qualifications for over 20 years