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Course Name

Administrative Support Excellence for Healthcare Operations

Sector Name

Administration and Office Efficiency

Document Type

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Administrative Support Excellence for Healthcare Operations

Course Introduction

Healthcare organizations operate in highly regulated, fast-paced, and people-centred environments where administrative efficiency is essential to patient safety, service quality, and operational continuity. Administrative support professionals play a critical role in ensuring smooth coordination between clinical teams, patients, systems, and external stakeholders. Errors, delays, or lack of administrative awareness can directly affect patient experience, compliance, and organizational reputation.

The Healthcare Administrative Support course provides a comprehensive foundation for individuals working in, or preparing to work in, administrative roles within healthcare settings. As part of the professional training portfolio associated with **BOOST**, this program is designed to equip participants with the essential knowledge, skills, and workplace awareness required to perform administrative duties effectively in hospitals, clinics, medical centres, and other healthcare facilities.

The course focuses on the unique context of healthcare administration, including patient interaction, confidentiality, medical documentation, appointment coordination, communication with clinical staff, and compliance with healthcare standards. Participants

will gain an understanding of healthcare workflows, administrative responsibilities, and professional conduct required in patient-facing and support roles.

Through practical explanations, real-life scenarios, and guided exercises, participants will build confidence, professionalism, and readiness to support healthcare operations efficiently while maintaining accuracy, confidentiality, and a patient-centred approach.

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Target Audience

- ✓ Healthcare administrative assistants and coordinators
- ✓ Front desk and reception staff in healthcare facilities
- ✓ Medical office assistants and support staff
- ✓ Newly hired administrative staff in hospitals and clinics
- ✓ Non-clinical staff transitioning into healthcare roles
- ✓ Graduates seeking entry-level roles in healthcare administration
- ✓ Professionals supporting clinical and operational healthcare teams

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Learning Objectives

- ✓ Understand the role and importance of administrative support in healthcare settings
- ✓ Identify key administrative functions within healthcare organizations
- ✓ Communicate professionally with patients, visitors, and healthcare staff
- ✓ Manage appointments, records, and basic healthcare documentation
- ✓ Understand confidentiality, ethics, and patient privacy requirements
- ✓ Apply effective administrative and organizational skills in healthcare environments
- ✓ Support daily healthcare operations with accuracy and professionalism
- ✓ Contribute positively to patient experience and service quality

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Course Outline

✓ DAY 01

Introduction to Healthcare Administration

- ✓ Overview of healthcare organizations and services
- ✓ Role of administrative support in healthcare delivery
- ✓ Healthcare terminology basics
- ✓ Understanding patient flow and administrative touchpoints
- ✓ Professional behaviour and workplace expectations
- ✓ Introduction to patient-centred service

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Course Outline

✓ Day 02

Communication and Patient Interaction

- ✓ Professional communication in healthcare environments
- ✓ Handling patient inquiries and requests
- ✓ Managing difficult or sensitive interactions
- ✓ Cultural awareness and empathy in patient communication
- ✓ Coordinating communication with clinical staff
- ✓ Telephone and front-desk communication best practices

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Administrative Support Excellence for Healthcare Operations

Course Outline

✓ Day 03

Healthcare Records and Documentation

- ✓ Introduction to healthcare documentation
- ✓ Managing patient records and files
- ✓ Appointment scheduling and coordination
- ✓ Basic data entry and record accuracy
- ✓ Understanding medical forms and reports (administrative level)
- ✓ Documentation standards and common errors

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Course Outline

✓ Day 04

Ethics, Confidentiality, and Compliance

- ✓ Patient confidentiality and privacy principles
- ✓ Ethical responsibilities of healthcare administrators
- ✓ Handling sensitive information securely
- ✓ Understanding healthcare policies and procedures
- ✓ Compliance awareness in administrative roles
- ✓ Professional boundaries and accountability

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Administrative Support Excellence for Healthcare Operations

Course Outline

✓ Day 05

Administrative Efficiency and Workplace Readiness

- ✓ Time management and organization in healthcare settings
- ✓ Prioritizing tasks in busy environments
- ✓ Supporting clinical workflows effectively
- ✓ Managing stress and maintaining professionalism
- ✓ Improving administrative processes and service quality
- ✓ Course review, reflection, and personal action planning

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4950.00 $	England , London
July 12, 2027	July 16, 2027	5 days	4250.00 $	UAE , Abu Dhabi
Oct. 11, 2027	Oct. 15, 2027	5 days	4250.00 $	UAE , Dubai
April 12, 2027	April 16, 2027	5 days	4250.00 $	UAE , Dubai

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