



Consulting and Training | Reach New Heights

Course Name

Healthcare Administrative Support

Sector Name

Health, Safety and Environment

Document Type

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Healthcare Administrative Support

Course Introduction

Healthcare Administrative Support professionals are the backbone of any medical facility, ensuring smooth operations, accurate record-keeping, and efficient communication between patients, providers, and departments. As the healthcare industry grows more complex with evolving technologies and regulations, skilled administrative staff are crucial for maintaining compliance, patient satisfaction, and organizational effectiveness. Their ability to manage sensitive data, support clinical teams, and navigate healthcare systems has a direct impact on the quality and speed of patient care.

This training program is designed to equip participants with essential administrative competencies tailored to the healthcare environment. The course covers core areas such as medical office procedures, healthcare communication, regulatory compliance, electronic health records (EHR), and patient service excellence. Participants will engage in real-life scenarios, interactive discussions, and practical activities that reinforce best practices and prepare them for high-performance support roles in clinics, hospitals, and healthcare organizations.



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Target Audience

- ✓ Healthcare Administrative Assistants
- ✓ Medical Office Administrators
- ✓ Hospital & Clinic Front Desk Staff
- ✓ Receptionists in Healthcare Facilities
- ✓ Patient Services Coordinators
- ✓ Medical Secretaries
- ✓ Admissions & Registration Officers
- ✓ Healthcare Operations Support Staff

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Learning Objectives

- ✓ Understand the role and responsibilities of healthcare administrative support staff in medical settings.
- ✓ Learn how to manage and organize healthcare documentation, including patient records and insurance information.
- ✓ Develop effective communication skills for interacting with patients, families, and healthcare professionals.
- ✓ Gain knowledge of key healthcare regulations and compliance standards, including HIPAA and patient confidentiality.
- ✓ Build efficiency and professionalism in scheduling, billing, and front-desk operations using healthcare software tools.

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Course Outline

✓ DAY 01

Foundations of Healthcare Administration

- ✓ Overview of the Healthcare System and Administrative Roles
- ✓ Responsibilities of Administrative Support in Various Healthcare Settings
- ✓ Scheduling Appointments and Managing Calendars for Providers
- ✓ Patient Check-In/Check-Out Procedures and Front Desk Etiquette
- ✓ Medical Terminology for Administrative Staff
- ✓ Managing Medical Records and Filing Systems (Paper & Digital)
- ✓ Basic Office Technology: Faxing, Scanning, and Secure Communication

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Course Outline

✓ DAY 02

Healthcare Communication and Customer Service

- ✓ Effective Communication with Patients, Families, and Staff
- ✓ Handling Difficult Conversations and Emotional Situations
- ✓ Telephone Etiquette and Call Management in a Medical Office

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Course Outline

✓ DAY 03

Cultural Sensitivity and Diversity Awareness in Patient Interactions

- ✓ Working with Interdisciplinary Healthcare Teams
- ✓ Documentation Best Practices and Note-Taking Accuracy
- ✓ Patient Satisfaction: Creating a Welcoming and Professional Environment

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Course Outline

✓ DAY 04

Compliance, Records & Technology in Healthcare

- ✓ Introduction to HIPAA and Patient Confidentiality Laws
- ✓ Understanding and Using Electronic Health Records (EHR)
- ✓ Billing Basics: Insurance Verification and Claims Processing

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Course Outline

✓ DAY 05

Managing Authorizations, Referrals, and Medical Coding Awareness

- ✓ Infection Control and Safety Protocols in the Admin Space
- ✓ Time Management and Prioritization in a Fast-Paced Setting
- ✓ Quality Assurance and Continuous Improvement in Admin Processes

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
July 12, 2027	July 16, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Aug. 23, 2027	Aug. 27, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Nov. 16, 2026	Nov. 20, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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