



Training Essentials For Front Line Staff



Professionalism in Healthcare

Date: Thursday April 21st, 2022
 Time: 8:00 am -11:00 am
 Place: Zoom (link sent prior to event)

This 3-hour course is designed to highlight the importance of professionalism of the front desk staff in your practice.

Topics include:

- Professionalism in the workplace
- Medical ethics and medical etiquette in the work setting
- Professional boundaries
- Importance of professional attire
- Communication
- Cultural sensitivities
- Improved Conflict Resolution

PRESENTER:

Erin Brauen
 Program Coordinator
 WNY R-AHEC



Erin is an experienced presenter with over 11 years in human service work. She is an employee of Western New York Rural Area Health Education Center (R-AHEC) R-AHEC is a non-profit organization headquartered in Warsaw, NY. Their mission is to improve health and healthcare through education.

Program Registration Fees

MCMS & 7th District Members
\$75 per member registrant

or

\$125 per non-member registrant

If you complete a MCMS membership application within three months, the registration fee will be applied to your first year's dues payment

ONLINE REGISTRATION IS AVAILABLE AT: WWW.MCMS.ORG

For more information:
 Call (585) 473-7573 or kathic@mcms.org

Name(s): _____

Practice Name: _____

Address: _____

Phone Number: _____ E-mail: _____

- Payment of \$_____ is enclosed. (Check payable to "MCMS")
- Please call me to bill my credit card \$_____
- Please email a receipt

SEND COMPLETED FORM AND PAYMENT TO:

MCMS 200 Canal View Blvd., Suite 202, Rochester, NY 14623 * Fax (585) 473-7641 * kathic@mcms.org

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