



Training Essentials For Front Line Staff



Professionalism in Healthcare

Date: August 10th, 2022
Time: 9:00am-12:00pm
Place: Zoom (link sent prior to event)

3 PMI CEU' Credits Provided

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

PRESENTERS:

Erin Brauen
Program Coordinator
WNY R-AHEC



Sara Longhini
Director of Programs
WNY R-AHEC



WNY R-AHEC is part of the National Area Health Education Center (AHEC) Program. The AHEC program was developed in the early 1970's to recruit, train and retain a health professional workforce committed to underserved communities. The AHEC Program's vision is to connect students to careers, professionals to communities, and communities to better health. R-AHEC is part of the NYS AHEC System and is New York State's first AHEC.

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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