



*Training Course:  
Advanced Clinic Management*

*15 - 19 July 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Advanced Clinic Management

Training Course code: MA234942 From: 15 - 19 July 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 5250 € Euro

### Introduction:

This advanced course is designed for experienced clinic managers, practice administrators, and other healthcare professionals looking to improve their skills in managing a medical clinic. The course covers a wide range of topics including financial management, human resources, patient relations, and compliance with regulations. Participants will learn best practices and gain practical knowledge through interactive exercises and case studies.

### Objectives:

- Understand the financial aspects of running a medical clinic, including medical billing and coding, compliance with HIPAA and other regulations, and managing and analyzing clinic data.
- Develop skills in human resources management for healthcare, including recruiting and retaining staff, managing employee relations, and compliance with labor laws.
- Learn best patient relations and customer service practices, including communication strategies, complaint management, and patient satisfaction surveys.
- Gain knowledge of health care laws and regulations, such as OSHA, HIPAA and CLIA, and understand the impact of these laws on clinic management.
- Understand medical office procedures and operations, including scheduling, electronic medical records, and patient flow.
- Develop knowledge in medical coding and billing management, medical insurance and reimbursement, and medical practice management software and technology.
- Understand the importance of marketing and communication for healthcare providers, including creating a strong brand, developing a website, and using social media.
- Be able to analyze and evaluate clinic performance, measure patient outcomes, and implement performance improvement initiatives.

### Target Audience:

This course is ideal for experienced clinic managers, practice administrators, and other healthcare professionals looking to improve their skills in managing a medical clinic.

### Competencies:

Upon completion of this course, participants will be able to:

- Understand the financial aspects of running a medical clinic, including medical billing and coding, compliance with HIPAA and other regulations, and managing and analyzing clinic data.
- Manage human resources effectively, including recruiting and retaining staff, managing employee relations,

and compliance with labor laws.

- Improve patient relations and customer service through effective communication strategies, complaint management, and patient satisfaction surveys.
- Understand and comply with health care laws and regulations, such as OSHA, HIPAA and CLIA, and understand the impact of these laws on clinic management.
- Understand and implement medical office procedures and operations, including scheduling, electronic medical records, and patient flow.
- Understand and implement medical coding and billing management, medical insurance and reimbursement, and medical practice management software and technology.
- Understand and implement marketing and communication strategies for healthcare providers, including creating a strong brand, developing a website, and using social media.
- Analyze and evaluate clinic performance, measure patient outcomes, and implement performance improvement initiatives.

## Outlines:

### Day 1:

- Financial Management in Clinic
- Human Resources Management for Healthcare

### Day 2:

- Patient Relations and Customer Service
- Compliance with Laws and Regulations

### Day 3:

- Medical Office Procedures and Operations
- Medical coding and billing management

### Day 4:

- Medical Insurance and Reimbursement
- Medical Practice Management Software and Technology

### Day 5:



- Marketing and Communication for Healthcare Providers
- Performance Measurement and Improvement in Clinic

## Registration form on the Training Course: Advanced Clinic Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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