



*Training Course:
Advanced Clinic Management*

*11 - 15 January 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Advanced Clinic Management

Training Course code: MA234942 From: 11 - 15 January 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Program Introduction

This advanced course is designed for experienced clinic managers, practice administrators, and healthcare professionals seeking to enhance their skills in managing medical clinics efficiently and effectively. The program covers key areas including financial management, human resources, patient relations, regulatory compliance, medical operations, and technology integration.

Through a combination of case studies, interactive exercises, and real-world examples, participants will gain practical knowledge and best practices to optimize clinic performance, improve patient outcomes, and ensure compliance with healthcare laws and standards.

Program Objectives

By the end of this program, participants will be able to:

- Understand the financial aspects of running a medical clinic, including billing, coding, and regulatory compliance.
- Develop effective human resources management strategies for recruitment, retention, and staff relations.
- Implement best practices in patient relations and customer service to enhance patient satisfaction.
- Ensure compliance with healthcare laws and regulations, including HIPAA, OSHA, and CLIA.
- Manage clinic operations, including scheduling, electronic medical records, and patient flow.
- Apply medical coding, billing, insurance, and reimbursement procedures effectively.
- Utilize clinic management software and technology for operational efficiency.
- Design and implement marketing and communication strategies for healthcare providers.
- Analyze clinic performance, measure patient outcomes, and implement performance improvement initiatives.

Target Audience

This course is ideal for:

- Experienced clinic managers and practice administrators
- Healthcare professionals responsible for clinic operations
- Medical office managers seeking to improve operational efficiency and patient care
- Professionals involved in healthcare compliance, billing, and patient services

Outlines:

Day 1: Financial and Human Resources Management

- Financial management in clinics: budgeting, billing, and coding
- Compliance with financial and healthcare regulations
- Human resources management: recruitment, retention, staff development, and labor law compliance

Day 2: Patient Relations and Regulatory Compliance

- Best practices in patient relations and customer service
- Communication strategies and complaint management
- Ensuring compliance with healthcare laws and regulations HIPAA, OSHA, CLIA

Day 3: Medical Office Procedures and Operations

- Managing clinic operations: scheduling, patient flow, and electronic medical records EMR
- Medical coding and billing management
- Practical exercises in operational efficiency

Day 4: Insurance, Reimbursement, and Technology

- Managing medical insurance and reimbursement processes
- Utilizing medical practice management software and technology for efficiency
- Case studies on integrating technology in clinic management

Day 5: Marketing, Communication, and Performance Improvement

- Marketing and communication strategies for healthcare providers
- Building a strong brand, website development, and social media use
- Performance measurement, evaluating patient outcomes, and implementing improvement initiatives
- Course review, reflection, and Q&A

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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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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