

Presented by



# Medical Front Office Skills Certificate Program

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## Live Classroom

- **Expert presenter**  
Instructor relays detailed content in understandable terms
- **Interactive**  
Format includes Q&A opportunity to address attendee questions

### Highlights:

- Maintain a culture of privacy, safety, and compliance
- Post-lecture assessment measures knowledge
- Certificate issued with a passing score

### Location:

Medical Society of Delaware  
900 Prides Crossing  
Newark, DE 19713

### Questions:

Lynn M. Robinson, CMC, CMOM  
Director of Physician Relations & Professional Education  
Phone: (302) 224-5198  
Fax: (302) 366-1354  
Email: Lynn.Robinson@medsocdel.org

### Register:

Program: # 24803-1021  
Online: [reg.planetreg.com/MFOS2021](http://reg.planetreg.com/MFOS2021)  
Mail: The Medical Society of Delaware  
900 Prides Crossing  
Newark, DE 19713

### Instructor



**Lynn Robinson**  
CMC, CMOM

Setting high performance standards in the front office will lead to more informed and satisfied patients, smoother workflow and a healthier revenue cycle. This course is appropriate for anyone responsible for patient communication, data and payment collection, and scheduling.



**A highly-effective front office improves patient scheduling, follow-up, and satisfaction; privacy, security, and overall communication.**

The comprehensive curriculum will teach participants good customer service practices, effective communication techniques, and conflict resolution tactics that really work! The instructor will explain privacy/security compliance, medical ethics and etiquette, patient education and satisfaction, how to more effectively schedule walk-ins, and how to manage difficult patient interactions.

The lecture and course materials include a review of the medical record, explanation of the revenue cycle, data collection, medical terminology, and insurance basics. Participants will also learn charting and medical record documentation guidelines, and the importance of billing and collecting within established guidelines.

**\$295 | 10 CEU's | 9 am - 5 pm | Thurs, Oct 21, & Fri, Oct 22, 2021**  
**Instructional materials and breaks included.**

### Registration form

Keep a copy for your records.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

(Additional registrants may be listed on separate page)

Practice Name: \_\_\_\_\_

Specialty: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

E-mail (required): \_\_\_\_\_

PMI-Certified ID#: \_\_\_\_\_ (if applicable)

Visa  MasterCard  American Express  Check (payable to Medical Society of Delaware)

Credit Card #: \_\_\_\_\_ CVV code: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Total Amount: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

Billing Address, if different from above: \_\_\_\_\_

Registration Discounts: PMI certified professionals with an active ID# receive 10% off their registration fee. Multiple discounts do not apply.