



ADMINISTRATION AND SECRETARIAL | AS-019

Medical Secretary and Healthcare Administration

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Course content

Why Attend

Medical secretaries and healthcare administrators keep clinics and hospitals running smoothly, managing appointments, records, correspondence and patient communication.

This Aractech course covers healthcare settings, medical terminology, patient records and confidentiality, appointment scheduling, medical correspondence, insurance and billing basics, patient communication and healthcare IT systems. Participants practise realistic administrative scenarios.

Course Methodology

- Practical exercises
- Terminology practice
- Role plays
- Case scenarios
- Group discussions

Course Objectives

- Understand healthcare settings and roles
- Use basic medical terminology
- Manage patient records confidentially
- Schedule appointments efficiently
- Prepare medical correspondence
- Communicate effectively with patients

Target Audience

- Medical secretaries
- Healthcare administrators

Course content

- Clinic receptionists
- Hospital administrative staff

Course outline

Detailed course outline

Day-by-day outline for Medical Secretary and Healthcare Administration.

Day 1 - Healthcare Settings

- 09:00-09:45 | Healthcare structures
- 09:45-10:30 | Roles
- 10:30-11:00 | Patient pathways
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Patient pathways (continued)
- 11:45-12:30 | Professional standards
- 12:30-14:00 | Exercise: Pathway mapping

Day 2 - Medical Terminology

- 09:00-09:45 | Word roots
- 09:45-10:30 | Body systems
- 10:30-11:00 | Common abbreviations
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Common abbreviations (continued)
- 11:45-12:30 | Accuracy
- 12:30-14:00 | Exercise: Terminology practice

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Day 3 - Records and Confidentiality

- 09:00-09:45 | Patient records
- 09:45-10:30 | Data protection
- 10:30-11:00 | Consent
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Consent (continued)
- 11:45-12:30 | Access requests
- 12:30-14:00 | Case study: Records breach

Day 4 - Appointments and Correspondence

- 09:00-09:45 | Scheduling
- 09:45-10:30 | Referrals
- 10:30-11:00 | Letters
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Letters (continued)
- 11:45-12:30 | Billing basics
- 12:30-14:00 | Lab: Correspondence

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Day 5 - Patient Communication

- 09:00-09:54 | Empathy
- 09:54-10:48 | Difficult conversations
- 10:48-11:00 | Accessibility
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Accessibility (continued)
- 12:12-13:06 | Healthcare IT
- 13:06-14:00 | Capstone: Clinic administration scenario

Seminar dates

Available seminar dates

Live dates and pricing for Medical Secretary and Healthcare Administration generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Rome	Classroom	€3,460
14 - 18 December 2026	Munich	Classroom	€3,225
18 - 22 January 2027	Istanbul	Classroom	€1,978
15 - 19 February 2027	Rome	Classroom	€3,460
15 - 19 March 2027	Istanbul	Classroom	€1,978
19 - 23 April 2027	London	Classroom	€2,315
17 - 21 May 2027	Barcelona	Classroom	€2,815
21 - 25 June 2027	Rome	Classroom	€3,460
19 - 23 July 2027	Geneva	Classroom	€4,315
16 - 20 August 2027	Istanbul	Classroom	€1,978

Seminar dates

Available seminar dates

Live dates and pricing for Medical Secretary and Healthcare Administration generated from the course details page.

Date	Location	Format	Fee
20 - 24 September 2027	Rome	Classroom	€3,460
18 - 22 October 2027	Istanbul	Classroom	€1,978
15 - 19 November 2027	London	Classroom	€2,315
20 - 24 December 2027	Barcelona	Classroom	€2,815
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
15 - 19 March 2027	Online / Live	Online / Live	€1,815
19 - 23 April 2027	Online / Live	Online / Live	€1,815

Seminar dates

Available seminar dates

Live dates and pricing for Medical Secretary and Healthcare Administration generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815
20 - 24 September 2027	Online / Live	Online / Live	€1,815
18 - 22 October 2027	Online / Live	Online / Live	€1,815
15 - 19 November 2027	Online / Live	Online / Live	€1,815
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