

Medical and Executive Secretarial Skills Training

19 – 23 April 2027
Milan

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Ref: 103600638_82411 **Date:** 19 – 23 April 2027 **Location:** Milan **Fees:** 5700 Euro

Course Overview:

The Medical and Executive Secretarial Skills Training Course is a practical one-week corporate programme designed to strengthen the administrative, communication, documentation, and executive-support capabilities required in modern healthcare environments. It combines the essential competencies of Medical and Executive Secretarial Training with the operational demands of hospitals, clinics, medical centres, and executive healthcare offices.

Participants develop the skills required to support consultants, clinical directors, department managers, and multidisciplinary healthcare teams. The course covers medical terminology, professional correspondence, clinical audio transcription, patient appointment coordination, electronic and paper record handling, executive diary management, meeting administration, and confidential communication. These areas reflect the real responsibilities of medical secretaries, including producing clinical letters, discharge summaries, reports, theatre lists, outpatient notes, and appointment correspondence.

Unlike a general Professional Secretary Training Course, this programme addresses the sensitive and highly regulated nature of healthcare administration. Participants practise communicating with anxious or distressed patients, prioritising competing requests, managing consultants' diaries, maintaining accurate patient information, and coordinating with healthcare professionals and external organisations. Senior-level capabilities such as workload delegation, meeting coordination, process improvement, and executive support are also incorporated.

The programme is suitable as a Medical Secretarial Skills Course, Executive Secretarial Training Course, Healthcare Administrative Skills Course, or structured Medical Secretary Professional Development programme.

Target Audience:

- Medical secretaries and support medical secretaries
- Senior medical secretaries and lead secretarial staff
- Executive secretaries supporting healthcare leaders
- Executive assistants to consultants and clinical directors
- Hospital administrative assistants
- Medical receptionists and patient service coordinators
- Clinic and outpatient appointment coordinators
- Clinical documentation and correspondence staff
- Medical records and health information employees

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Targeted Organizational Departments:

- Medical Secretariat and Clinical Administration
- Executive Management and Executive Offices
- Outpatient Clinics and Appointment Services
- Medical Records and Health Information Management
- Patient Registration and Reception
- Clinical Documentation and Transcription
- Hospital Operations and Administration
- Consultant and Clinical Director Offices

Targeted Industries:

- Public and private hospitals
- Specialist and tertiary healthcare centres
- Medical clinics and outpatient facilities
- Primary healthcare and family medicine centres
- Diagnostic and imaging centres
- Rehabilitation and long-term care facilities
- Dental and specialist medical practices
- Healthcare groups and hospital networks
- Health insurance and medical claims organisations
- Pharmaceutical and life sciences organisations

Course Offerings:

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

- Perform core medical and executive secretarial duties with accuracy and professionalism.
- Use essential medical terminology and abbreviations appropriately in administrative documents.
- Produce clear clinical letters, reports, appointment correspondence, and discharge-related documentation.
- Apply Medical Correspondence Writing Skills to communications with consultants, patients, GPs, and healthcare departments.
- Manage executive and consultant diaries, appointments, meetings, and competing priorities.
- Coordinate hospital appointments, referrals, admissions, follow-ups, and schedule changes.
- Maintain accurate patient information and protect confidential medical and organisational data.
- Apply effective Patient Records Management Course principles to record creation, storage, retrieval, tracking, and archiving.
- Communicate with anxious, distressed, or challenging patients using empathy and professional boundaries.

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Training Methodology:

The course uses a highly practical methodology that reflects the daily work of medical and executive secretaries. Short instructor-led sessions introduce the principles of Healthcare Secretarial Training, medical administration, confidentiality, executive support, and clinical communication. These sessions are followed by workplace exercises that require participants to apply each principle to realistic hospital and clinic scenarios.

Case studies address consultant diary conflicts, urgent appointment changes, missing patient information, delayed clinical correspondence, distressed callers, competing deadlines, and confidential enquiries. Participants practise writing appointment letters, referral communications, clinical correspondence, executive emails, meeting agendas, minutes, and follow-up action notes. They also review sample patient-administration workflows and identify where inaccurate data entry or incorrect record selection could affect patient care. Selecting the correct patient encounter and tracking case notes accurately are emphasised because administrative errors may have direct clinical consequences.

Role-play activities develop telephone etiquette, patient reception, escalation, tact, empathy, and communication with medical professionals. Group exercises focus on prioritising clinical and executive workloads, coordinating multidisciplinary meetings, and improving office processes. Participants receive structured facilitator feedback on accuracy, clarity, confidentiality, tone, and professional judgement. Daily reflection sessions consolidate key lessons and translate them into specific improvements for participants' workplaces.

Course Toolbox:

Participants will receive insights, demonstrations, and examples of tools relevant to the course. The actual software, systems, or commercial tools are not provided.

- Medical terminology and abbreviation reference examples
- Clinical correspondence structure guide
- Appointment and referral coordination checklist
- Patient telephone enquiry checklist
- Confidentiality and information-handling checklist
- Consultant and executive diary-planning example
- Priority and workload management matrix
- Medical letter and report examples

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Course Agenda:

Day 1: The Professional Medical and Executive Secretary

- **Topic 1:** The evolving role of the medical secretary, executive secretary, and healthcare administrative professional
- **Topic 2:** Responsibilities, professional boundaries, accountability, and standards of conduct
- **Topic 3:** Medical terminology, clinical abbreviations, specialties, and common healthcare language
- **Topic 4:** Understanding hospital structures, clinical teams, and multidisciplinary working relationships
- **Topic 5:** Professional image, discretion, reliability, adaptability, and patient-centred service
- **Topic 6:** Organising work independently while supporting consultants, managers, and executive offices
- **Reflection & Review:** Identify the competencies that distinguish professional medical secretarial support from general office administration

Day 2: Medical Reception, Patient Communication, and Appointment Coordination

- **Topic 1:** Medical reception standards and creating a professional patient experience
- **Topic 2:** Telephone communication with patients, relatives, clinicians, and external organisations
- **Topic 3:** Communicating with anxious, distressed, angry, or vulnerable patients
- **Topic 4:** Hospital appointment and scheduling procedures for outpatient, inpatient, and day-case services
- **Topic 5:** Managing cancellations, rescheduling, short-notice changes, waiting lists, and follow-up requirements
- **Topic 6:** Escalating urgent, complex, clinical, or confidential enquiries to the appropriate professional
- **Reflection & Review:** Review patient communication scenarios and determine the correct response, escalation route, and documentation required

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Day 3: Clinical Documentation and Medical Correspondence

- **Topic 1:** Principles of accurate, complete, timely, and professional clinical documentation
- **Topic 2:** Audio transcription of clinical letters, medical reports, notes, and discharge summaries
- **Topic 3:** Structuring appointment letters, referral correspondence, consultant letters, and GP communications
- **Topic 4:** Proofreading medical terminology, patient identifiers, dates, clinical information, and recipient details
- **Topic 5:** Managing document approval, electronic signatures, proxy access, amendments, and distribution
- **Topic 6:** Using document templates, standard text, formatting controls, and correspondence tracking
- **Reflection & Review:** Correct a sample clinical letter by identifying terminology, formatting, confidentiality, and data-accuracy errors

Day 4: Patient Records, Confidentiality, and Medical Office Administration

- **Topic 1:** Patient record creation, identification, updating, retrieval, tracking, and secure storage
- **Topic 2:** Selecting the correct patient, encounter, specialty, and record before entering information
- **Topic 3:** Confidentiality, information governance, authorised access, and secure disclosure
- **Topic 4:** Electronic patient administration systems, medical databases, email, and document-management practices
- **Topic 5:** Managing incoming correspondence, filing results, scanning documents, and maintaining accessible office systems
- **Topic 6:** Administrative risk prevention, record accuracy, infection-control awareness, and safe office practices
- **Reflection & Review:** Analyse a patient-record workflow and identify risks involving incorrect records, unauthorised disclosure, or poor document tracking

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Day 5: Executive Support, Meetings, Priorities, and Office Excellence

- **Topic 1:** Managing complex consultant and executive diaries, appointments, leave, and competing commitments
- **Topic 2:** Preparing agendas, meeting papers, briefing notes, minutes, and action trackers
- **Topic 3:** Prioritising urgent clinical and executive work while meeting deadlines
- **Topic 4:** Coordinating workloads, delegating administrative tasks, and arranging staff cover
- **Topic 5:** Managing interruptions, complaints, sensitive situations, and difficult administrative decisions
- **Topic 6:** Improving medical office procedures, teamwork, service quality, and administrative efficiency
- **Reflection & Review:** Prepare a personal action plan for improving medical secretarial performance, executive support, and patient-centred administration

FAQ:

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

No formal medical qualification is required. Participants should have basic administrative, secretarial, reception, or office-support experience. Familiarity with word processing, email, and general workplace communication is helpful. Employees who are new to healthcare administration may also attend, as the programme introduces medical terminology, clinical documentation, patient communication, confidentiality, and hospital administrative workflows.

How long is each day's session, and is there a total number of hours required for the entire course?

Each day's session is generally structured to last around 4-5 hours, with breaks and interactive activities included. The total course duration spans one week, approximately 20-25 hours of instruction.

Does this course teach participants how to give medical advice to patients?

No. Medical and executive secretaries provide administrative information, such as appointment, admission, referral, and service details. They must recognise the limits of their role and refer clinical questions, urgent concerns, and medical decisions to qualified healthcare professionals. The course develops professional judgement, appropriate escalation, confidentiality, and patient communication without extending into clinical advice.

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How This Course is Different from Other Medical and Executive Secretarial Skills Courses:

This course combines healthcare-specific secretarial competence with advanced executive-support skills rather than treating them as separate subjects. A typical Executive Secretarial Training Course may focus mainly on calendars, meetings, correspondence, and office organisation. A general Medical Office Management Training programme may concentrate on registration, records, or patient services. This programme integrates both areas into one practical learning pathway.

Participants learn how to support consultants, clinical directors, senior managers, patients, and multidisciplinary teams while managing the confidentiality, urgency, and documentation standards of healthcare work. Its content reflects real medical-secretarial duties, including audio typing, clinical letters, discharge summaries, appointment administration, medical record maintenance, meeting preparation, diary coordination, and communication with distressed patients.

The programme also progresses from support-level responsibilities to senior executive-secretarial capabilities. It covers workload prioritisation, delegation, staff coordination, complex diary management, service improvement, and decision-making when supervision is limited. These capabilities are central to senior medical secretarial roles supporting consultants and clinical leaders