



# Professionalism in the Workplace for Front Desk Staff

**Date:** Thursday, February 1, 2018  
**Time:** 8:30 am—11:30 am  
**Place:** Monroe County Medical Society  
The Park at Allens Creek  
132 Allens Creek Road  
Rochester, NY 14618

This 3-hour course is designed to enhance the importance of professionalism of the front desk staff in your practice. Topics include:

- professionalism in the workplace
- medical ethics and medical etiquette in the work setting
- professional boundaries
- importance of professional attire
- communication
- cultural sensitivities
- improved conflict resolution

**Presented by**  
**LISA GREEN**  
**PROGRAM**  
**COORDINATOR,**  
**WNY R-AHEC**

Western New York Rural Area Health Education Center (R-AHEC) is a non-profit organization headquartered in Warsaw, New York. R-AHEC's mission is to improve health and healthcare through education.

**Registration Fees:**  
MCMS and 7th District Member: \$65 per person  
Non-member: \$100 per person

**For more information:**  
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(585) 473-7573

## Professionalism in the Workplace for Front Desk Staff—February 1, 2018

Online registration is available at [www.mcms.org](http://www.mcms.org)

Name(s): \_\_\_\_\_

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

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

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**\*Note to Nonmembers:** If you complete a MCMS membership application within three months, the registration fee will be applied to your first year's dues payment.

- Payment of \$\_\_\_\_\_ is enclosed. (Check payable to "MCMS")     Please e-mail a receipt.  
 Please bill my credit card (check one) for the amount of \$\_\_\_\_\_

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Send completed form and payment to:  
Monroe County Medical Society, 132 Allens Creek Rd.. Rochester, NY 14618  
Fax: (585) 473-7641 Email: [rking@mcms.org](mailto:rking@mcms.org)

**MCMS Cancellation Policy:** Cancellation requests must be sent via e-mail to Ronaele King at [rking@mcms.org](mailto:rking@mcms.org) with "Cancellation Request" in the subject line. Correspondence must include event title, date and time, registrant's name, and payee's contact information. If cancellation notice is provided at least 7 days prior to the scheduled event, a refund may be requested, minus a 20% processing fee. If cancellation notice is provided at least 1 day prior to the scheduled event, a credit voucher will be issued for the full amount paid that may be used by anyone in the practice within one year of the original event date. Questions? Contact Ronaele King at [rking@mcms.org](mailto:rking@mcms.org) or at 585-473-7573.