



Value Proportion for the Candidate

Become pertinent for the post of:

- Front Office Manager of a Hospital, Diagnostic Centre, Hospital, Nursing Home, etc.
- Hospitality Manager in a Hospital.
- Front Office Operations Manager.

Value Proportion for Organization

Generate in-house resources with:

- Good Leadership Skills
Decision-making
- Develop good management practices and concepts
- Compliance with Quality assurance at Front Office Desk



Contact Us

Astron Institute of International Studies,
Pavilion Building, 339/2, Mehrauli Rd.
Gurugram 122002, Ground Floor,
Sector 14, B part

P : +91 8800893636

**w : www.astron.international
www.astronecollege.com**

AIIS/FODM/BRO/027



Online Certification Course in Front Office Desk Manager



About AIIS

Astron Institute of International Studies, an e-learning portal of the Astron Group, focused on achieving academic excellence in healthcare, quality & accreditation of healthcare services and hospital planning & design. We stand out from other e-Learning platform as a leader and offers Enterprise-Wide Training, Team Specific Training, Leadership Development Program, Online & Hybrid Training for Healthcare Professionals. More than 25,000 Healthcare Professionals have been trained and certified by AIIS. With its innovative pedagogy, AIIS has personalized advanced training modules specially catering to the needs of Doctors, Nurses and Paramedical Professionals. We adopt a comprehensive learning pedagogy for upskilling of public sectors through blended approach. We perform a complete life-cycle of online learning, e-Learning solutions development, blended learning, mobile learning, curriculum development, and facilitation of workshop.

Course Overview

Certificate course in Front Office Desk Manager offers a unique title in the field of healthcare i.e. Front Office Desk Manager. This certificate course has been specially tailored for Skill enhancement of front office managers in hospitals and presents a systematic approach by detailing front office procedures like admission and discharge. It prepares the candidates with thorough knowledge and skills of meeting with patient expectations, hospital quality standards and roles and responsibilities of a manager. The course also examines various elements of effective front office management, paying particular attention to planning and evaluation of front office operations and human resource management.

The training provides innovative planning ideas, understanding the hospital structure, preparing for multitasking abilities to meet an effective and efficient environment in the hospital.

Learning Objective

- To prepare individuals as effective healthcare managers and supervisor
- To understand the role of organizational and human resource management
- To equip individuals with the ability to assess alternative management solutions for healthcare related challenges
- To understand and apply the concepts of strategic planning and decision making in healthcare organizations
- To understand the NABH and other quality standards applicable to the front office

Course Content

The Course content has been grouped in the following three terms of one month each;

Term-1:

- Introduction to Healthcare Industry
- Management and its. Basic Functions

Term-2:

- Leadership and its Styles
- Decision Making
- Team Building and Team Work
- Customer Relationship Management

Term-3:

- Human Resource Management
- Budgeting
- Quality, Patient Safety And Accreditation
- Emergency Management

Program Duration

- 3 Months Online Course

Eligibility Criteria

- MBA / MHA
- BBA
- Graduates
- Basic Knowledge of Computers

Course Highlights

- Program pedagogy which includes Webinar, Student Faculty Chat by Subject Experts, Case Studies, assignment and Project Work.
- Reference subject through E-library.
- Program materials developed by Experts.
- Each block culminating into a qualifying assignment.
- Credit based teaching outcomes for global application.

Evaluations and Grading

- Evaluations will collate candidate performance based on Self- Assessment, Term End Assessment, completion of Project Work, participation in Webinar, participation in student-faculty chat.
- Grading will be done based on alphabetical grade point percentage.

Certification

At the end of the program the student will be awarded a Certification from Astron Institute of International Studies and respective hospital for undergoing onjob training.