

# COVID Confusion - What is has meant to the Administration Team - HPMI



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**WHEN** Thursday, September 9th 2021  
6:30 PM - 8:00 PM

**WHERE** Online

**COST** FREE HPMI MEMBERS, \$77 Non Members

This session discusses some of the challenges COVID has delivered and how administration team behaviours have resulted in problems

Learning outcomes:

Understand how the administration team can contain complaints

Describe why triaging for COVID and telehealth is so important

Understand how to manage complaints from start to finish

Implement strategies to manage angry and upset patients