Staff Training Options

Course Listing

This curriculum is constantly growing, so we suggest visiting Vantage occasionally to stay informed of the new courses. The courses listed on this handout are current as of January 2024.

Faculty

These courses have been developed by the risk and practice management experts on staff at SVMIC.

Training Options

Individual Training

EACH LEARNER NEEDS THEIR OWN VANTAGE® ACCOUNT AND THEIR OWN EMAIL ADDRESS

- Each individual learner will have their own transcripts and their own certificates of completion in Vantage

- The practice executive doesn't have to keep up with sign-in sheets or logs for training

- Learners will also be able to complete the training at their leisure and can then report their successful completion per practice policy

Group Training

ONLY THE PRACTICE EXECUTIVE NEEDS A VANTAGE® ACCOUNT

- Only the practice executive logs into Vantage

- The course can then be watched on a screen by multiple learners at one time

- SVMIC has templates available for practices to use as sign-in sheets and certificates

- The responsibility for tracking and maintaining records and awarding certificates of completion lies with the practice

New Offering for Safety Officers!

Don't miss out on our new Compliance Center available in early 2024 for all SVMIC practice Safety Officers! Stay tuned for more information.

Staff Training Options

Course Title	Course Number
Achieving Service Excellence	7211
Basics of Effective Documentation in the EHR	7213
Communications in the Medical Office	8124
Documenting Difficult Situations in the EHR	7214
Embracing the Generations	8127
Harassment Free Workplace	8123
HHS Guidance on Patient Access and Charging for Medical Records	8122
How to Avoid a Lawsuit (Non-Clinical Staff)	7218
Injection Safety in the Medical Office	7221
Patient Safety in the Physician Office Setting	7210
Patient Experience Survey	7212
Phone Call Handling for Medical Office Staff (Non-Clinical) Part One	7208
Phone Call Handling for Medical Office Staff (Clinical) Part Two	7209
Practice Management 101	8132
Telephone Etiquette	8126
Tracking Labs and Diagnostic Tests	7215
Workplace Violence	8128
ALL NEW COMPLIANCE COURSES	
HIPAA for the Medical Practice Staff	8120
Highlights of HIPAA for Managers and Officers	8136
Compliance and Ethics	8134
OSHA Compliance	8129
OSHA Bloodborne Pathogens	
Cybersecurity: Introduction and Overview	8133
Cybersecurity: Criminal Strategies	
Cybersecurity: Best Practices	